

OCEANSIDE POLICE DEPARTMENT COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURE

Purpose and Scope. To establish Standard Operating Procedures for the Communications Center. This document is intended as an operational guide for employees working in the Oceanside Police Department Communications Center. The document establishes individual and organizational procedures concerning performance, behavior, and operations.

The Policy and Procedures are the most authoritative directives in the Department. The Communications Center Standard Operating Procedures are meant to supplement the existing Department Policy and Procedures, and City Administrative Directives.

In the context of a Standard Operating Procedure, the words “will” and “shall” are considered to mean mandatory. The word “may” is considered to mean permissive. The word “should” is considered to mean advisory in nature.

The terms dispatcher and call taker refer to the job class specifications of public safety dispatcher, public safety call taker, and communications supervisor, and any members assigned to work in the Communications Center. The terms are used interchangeably as it pertains to the duties of call taking and/or dispatching. The terms “communications supervisor” or “shift supervisor” refer to the communications supervisor or acting supervisor who is on-duty.

A current copy of the Standard Operating Procedures will be maintained in the Communications Center by the Communications Manager.

Each dispatcher will be familiar with all Standard Operating Procedures and have specific knowledge of those procedures.

Each dispatcher will comply with and be accountable to each Standard Operating Procedure.

100. Uniforms. To define the standard uniform to be worn by dispatchers, call takers and supervisors in the communications center.

Only the items of clothing listed below are permissible. Any item that is faded, torn, stained or otherwise unacceptable shall not be worn. Clothing must be neat, unwrinkled and should fit well, not being too baggy or inappropriately snug.

Full-time dispatchers, call takers and communication supervisors will receive their annual uniform allowance as defined in their bargaining agreement.

- Dispatch trainees are authorized \$525.00 to purchase shirts and pants and will turn in receipts to payroll for re-imbusement.
- Dispatch trainees may or may not receive the full uniform allowance, depending on their date of hire.

100.1. Professional Attire - The uniform shall be worn as described below with no variations unless authorized by the Communications Manager:

- *Shirts*- Supervisors, Dispatchers and call takers are authorized to wear any color shirt. Shirts must reach to mid-hip length. Button up shirts will have no more than three (3) undone buttons. Shirts will not have any decoration or unauthorized embroidery. The Communications Division authorized logo shall be embroidered on the left front side. "9-1-1 Communications" shall not be all caps. Supervisors will embroider the word "supervisor" with light blue thread on the right front side in standard block ½ inch font.
- *Pants*- Plain black pants, Capri pants, shorts or skirts may be worn. Shorts and skirts will be no higher than two inches above the knee. Pants will not have any decorative features or added embroidery. Leggings and tights are not authorized.
- *Belt*- Plain black belts are authorized for all staff.
- *Shoes*- Plain black dress shoes, athletic shoes, or boots may be worn.
- *Socks*- Black socks will be worn with dress shoes or boots. White socks will be worn with athletic shoes.
- *Optional*-Black crewneck sweatshirts, hoodies, zip sweatshirts, cardigan sweaters and black suit jackets.
- *Service Stars*- One star, embroidered with royal blue thread on white shirts and light blue thread on black shirts, for every five years of service with the Oceanside Police Department may be worn on the right side of uniform shirt.

100.2 Casual Attire On (the physical day of) Friday, or as authorized by the Communications Manager, staff may wear casual attire, including jeans, provided they are in good condition, properly fitted, and appropriate for the workplace. There must be no excessive wear and no holes. Jean print leggings are not authorized.

200. Dispatcher Standards. To establish the procedure by which dispatchers will report to work and the standards they will maintain in the performance of their assigned duties.

200.1 Standards. Dispatchers shall report to work and be ready to assume their responsibilities at their assigned duty time. Any personal business or

preparations should be done prior to the beginning of the dispatcher's assigned shift. If a dispatcher is late to work or late returning from a break, the dispatcher will write a brief officer's report (153) explaining the reason for their tardiness. The report will be submitted to their assigned supervisor before the end of the dispatcher's shift. Time is measured by the RCS clock. Dispatchers will relieve the previous shift at 10 minutes before the hour. Dispatchers will remain in the Communications Center until the end of their shift unless they have previous approval by a supervisor. Having 3 people (2 of whom must be dispatchers) is acceptable staffing for the five minutes from when OT staff leave at 25 after the hour and on-coming staff start at 30 after. If, for whatever reason, the OT person leaving will result in fewer than 3 people in dispatch, then the OT person will remain in place until properly relieved. Staff who are required to come out early to relieve those working overtime are expected to be logged into CAD and phones at 30 after the hour, ready to take 9-1-1 calls as needed. They may, however, remain in a not ready status while getting their workstations organized or cleaned, etc.

200.2. Personal Phone Calls

- i. Personal phone calls are permitted to the extent they are not excessive, prolonged, do not interfere with assigned duties, or negatively impact co-workers.
- ii. Cell phones are to be muted or on vibrate so as not to disturb anyone in the workplace.

200.3. Duty Assignments. Unless authorized by a supervisor or to accommodate training, dispatchers will not work primary or inquiry for more than four (4) hours before switching to another position. The position rotation will be determined by the shift supervisor with priority going to those in training.

200.4. Television - viewing will be allowed in the Communications Center as long as it's appropriate for all viewers. Television volume must be at a reasonable level.

200.5. Workstations - Dispatchers are responsible for ensuring their workstation is clean and in working order before being relieved.

200.6. Conduct. Dispatchers will be courteous to members of the public and other employees at all times (cf. City of Oceanside Personnel Rules and Regulations, Rule VI, Section 2.10). While on duty, dispatchers shall not engage in any activities or personal business that would cause them to neglect or be inattentive to their duty (cf. P&P I-120.24) MCT messages shall be limited to official business only (cf. P&P I-230.03).

200.7. Personal Computers. Personal computers and/or lap top computers are not allowed in the Communications Center without prior approval of a supervisor.

200.8. E-mail. Dispatchers will check their department e-mail accounts at least once per shift. E-mail content will be restricted solely to official business.

ACTING SUPERVISOR

I. PURPOSE

To provide guidelines for when a dispatcher is functioning in the capacity of acting supervisor.

II. PROCEDURE

- A. An acting supervisor will be appointed any time there is no supervisor on duty.
- B. In the absence of a communications supervisor, the most senior dispatcher assigned to work an entire regularly scheduled shift, or as appointed by the communications manager, will assume the role of acting supervisor.
 - i. Entire regularly scheduled shift may be either a twelve or eight hour day, but may not be on an overlap shift and will not be in an overtime capacity.
- C. If the acting supervisor was assigned to an eight hour regularly scheduled shift, the most senior dispatcher on duty either before or after the acting supervisor is on duty will assume the role of acting, but will not be eligible for acting supervisor pay.
- D. Call takers are not eligible to be acting supervisor.
- E. The acting supervisor is only responsible for the general supervisory duties of the particular day and for the particular shift on which they are assigned acting supervisor. Example of duties include:
 - i. Ensuring adequate staffing for the current or upcoming shift in the event of someone calling in sick or requesting leave.
 - ii. Documenting any leave requests or sick leave on the schedule and completing requisite time off sheets.
 - iii. Make certain late slips are received from any employees who are late for the scheduled shift.
 - iv. Document basic information received from citizen complaints, including contact information and basic circumstances for the complaint, then refer the information to the employee's assigned supervisor.

- v. Any standard corrective action that may result in discipline must be referred to the affected employee's supervisor at their earliest convenience.
 1. Acting supervisors will not engage in any disciplinary action directly.
 2. Any corrective action that must be immediately dealt with to ensure safe operations will be handled by the communications manager or, if unavailable, the watch commander.

PEER QUALITY ASSURANCE

I. PURPOSE

The purpose of the Peer Quality Assurance Team (PQAT) is to ensure consistent professionalism and a quality standard of service while providing dispatchers with constructive feedback that encourages professional growth and development.

II. PROCEDURE: PQA TEAM

- A. The Peer Quality Assurance Team will be comprised of no fewer than three and no more than five dispatch members.
- B. Members must have completed probation as a call taker or dispatcher.
- C. The team will remain in place for approximately twelve months, at which point a new Team will be assembled from interested dispatchers.
- D. If there is no interest from other members, current members may remain on the team indefinitely at the discretion of the Communications Manager.
- E. Each team member will sign a confidentiality agreement and agree to possible disciplinary action for violating said agreement.
- F. One team member will be appointed by the Communications Manager to serve as chairperson, and shall be responsible for selecting calls, making tapes and preparing review summaries.
- G. Team members will not review their own calls and shall recuse themselves if the review is of a subject for whom they cannot provide an impartial review.

III. PROCEDURE: GENERAL

- A. Each dispatcher and call taker will have three (3) calls reviewed per quarter.

- B. Reviewed calls should be a minimum of two (2) minutes in length and may or may not have resulted in a call for service entered into CAD.
- C. Calls will be selected randomly by the chairperson via PYXIS recordings.
- D. Members wishing to discuss an outstanding or average review may meet with the chairperson to do so. Other PQA team members are not permitted to discuss reviews.

IV. PROCEDURE: REVIEW CRITEREA

- A. Team members will look for and score general items of professionalism, courtesy and procedure, including but not limited to:
 - i. Appropriateness of call type
 - ii. Obtaining the basic information required by SOP
 - iii. Relevant safety information
 - iv. Timeliness
 - v. Voice clarity
 - vi. Professional demeanor
 - vii. Politeness and empathy toward the caller

V. PROCEDURE: SCORING

- A. The average of team member reviews will be used to determine the member's final score.
- B. Reviews scoring between 100 and 97 will be designated as outstanding.
 - i. Outstanding reviews will be given to the subject of the review, and a copy given to the member's supervisor to be placed in the member's divisional file.
- C. Reviews scoring between 96 and 75 will be designated as skillful & competent.
 - i. Skillful & competent reviews and accompanying audio recordings will be given directly to the subject of the review in order to provide that member with suggestions for professional growth and development.
 - 1. The member's supervisor will not receive a copy of skillful & competent reviews.
- D. Reviews scoring 74 points or less will be designated as needing follow-up.
 - i. Reviews requiring follow-up will not have comments made by the PQA Team and will be given to the Communications Manager for possible additional review.

WATCH COMMANDER

I. PURPOSE

To standardize the manner in which the on-duty watch commander is contacted by dispatch and OPD personnel.

II. PROCEDURE

A. Calls from outside callers will *not* be transferred to the watch commander's line. Rather, the call taker will screen the call for relevance to determine if the watch commander is really needed or the issue can be handled by dispatch. If the watch commander is needed, the call taker will take a phone message and relay the information to the watch commander directly.

EVACUATION PROCEDURES

I. PURPOSE

To provide for a safe and orderly exit from dispatch when an evacuation is required, and to evacuate in such a way so as to minimize the impact to the 9-1-1 system to the extent possible.

II. PROCEDURE

- A. When ordered by command staff to evacuate the Communications Center, the supervisor will be responsible for ensuring that:
- i. The Primary and Inquiry frequencies will be patched.
 - ii. The Alert Tone will be sounded, emergency traffic will be announced and a broadcast stating that we are evacuating the building will be aired (time permitting).
 - iii. A call will be made to CPD for them to begin taking our 9-1-1 calls and to monitor our Primary channel until we arrive at their center.
 - iv. The supervisor and 2 designated dispatchers will respond to CPD dispatch without delay.
 1. The supervisor and dispatchers assigned this duty will be sure to have their headset and plug adapter. They will also take the OPD callout book.
 2. All other dispatch personnel will evacuate to the parking lot in front of main lobby.
 3. If front lot is not accessible, dispatchers will evacuate to the parking lot northwest of the main building.
 4. Exit the nearest location quickly and quietly. Close all doors as rooms are evacuated. Do not lock the doors as

- it may hamper fire suppression activities. Listen for direction.
 - 5. When dispatch personnel arrive at CPD, the patch will be continued but Emergency Traffic will be cleared.
 - 6. Service Condition One will be announced.
 - 7. No one will be allowed back into the OPD building until cleared by OFD.
 - 8. Service Condition One will prevail until all dispatchers have returned to OPD dispatch and are ready to return to normal activity levels.
- B. Fire alarms at OPD differ from the general evacuation process in that dispatchers will not evacuate unless there is an immediate perceived threat.
 - i. OFD will be notified to respond on all fire alarms unless there is absolute certainty that the alarm is accidental.
 - ii. Once the alarm has been cleared by OFD or determined to be accidental, it may be reset by pressing the reset button on the Fire Alarm Annunciator and Control Panel located in the watch commander's office.
 - 1. This control panel will also show where the alarm was triggered.
 - iii. If it is determined that a threat to dispatch exists, staff will follow the directions listed in the first part of this SOP.

ONLINE REPORTING

I. PURPOSE

To establish guidelines and procedures to determine when the online reporting system should be utilized.

II. PROCEDURE

- A. The Oceanside Police Department will dispatch officers to respond to all in progress incidents, all incidents that have just occurred where there is likelihood the suspect is still in the area, all hate crimes, and all crimes in which evidence or suspect information exists.
 - i. Under any of the circumstances listed above, the online reporting system will not be utilized and an officer shall be dispatched in accordance with the Call Taking SOP.
- B. The following reports may be referred to the ORS if they do not meet the above criteria, do not have specific suspect information, and if the reporting party has internet access:

- i. Petty theft, grand theft or fraud
 - 1. Property value is under \$5,000, excluding firearms and materials threatening to public safety, i.e., explosives or highly toxic substances, and no license plates.
- ii. Vehicle burglaries
- iii. Vandalism
- iv. Annoying telephone calls
- v. Lost property reports (excluding lost passports)
- vi. Hit and run accidents
 - 1. May include vague suspect information such as vehicle color.
- vii. Cellular phone thefts with or without known serial numbers
- viii. Child custody or visitation violations (court ordered custody)
 - 1. If the person violating the child custody order has returned the child but was late in doing so, or has otherwise violated the custody agreement, the reporting party may report the violation online at <http://www.sdcca.org/visitation/> (this link can also be accessed via www.oceansidepolice.com). This allows parties to self-report visitation violations without necessitating a police response (a case number is issued to the reporting party and they can print a copy of their report). Whether the reporting party files the report online or with an officer - the report is non-actionable and is for documentation purposes only.
 - 2. If the child has not yet been returned, in violation of a child custody order, then officers will be dispatched.

C. When receiving a call from a citizen reporting an incident, the call taker will determine if the call falls within the scope of an online report using the criteria outlined in Sections II-A and II-B. If so, the dispatcher will:

- i. Format a CAD incident and then cancel the call with the disposition of ORS.
- ii. Inform the caller it is our policy to document the type of incident they are reporting through the online reporting system, which allows them to file a report immediately as well as print a copy of the report for free.
- iii. Advise the caller the online reporting system may be accessed by going to the OPD website, www.oceansidepolice.com.

D. If the RP declines to file their report online then an officer will be dispatched.

EQUIPMENT FAILURE

I. PURPOSE

To provide guidelines for responding to equipment malfunctions or system-wide failures.

II. PROCEDURE

A. RCS

i. System-wide Outage:

1. RCS outages shall be immediately reported to RCS
2. If operational, dispatchers should send MCT messages to all field units advising them to report to the station ASAP to stage.
3. Officers will be teamed up and issued cellular phones, a list of which shall be given to dispatch.
4. Page the Communications Manager.

ii. Fail-soft:

1. RCS Fail-soft shall be immediately reported to RCS.
2. Radio dispatchers will use their backup desk top radios utilizing the OPD Primary frequency, if operational.
3. Units should be advised to respond to the station to stage.
 - a. If the OPD Primary frequency is not working, follow the procedure in Section A-i.

iii. RCS Workstation Outage:

1. Providing there are three (3) or more RCS positions that are functioning properly, the shift supervisor shall notify the Communications Manager of any RCS workstation issues via email, which will be handled as soon as possible.
 - a. A CC should be sent to Police-Dispatch.
2. If the RCS workstation issue results in less than three (3) RCS positions being fully functional, the shift supervisor shall immediately contact RCS.

B. SDLaw

- i. Any SDLaw system issues or outages shall be reported to IT to ensure the issue is not related to connectivity

C. VESTA

i. 9-1-1 Outage:

1. If 9-1-1 functions are impeded, the shift supervisors will immediately notify Carlsbad PD to start taking our 9-1-1 calls and send a minimum of one (1) dispatcher to the Carlsbad PD communications center, and;
2. Notify the Communications Manager.

- ii. VESTA Workstation Outage:
 - 1. Providing there are six (6) or more VESTA positions that are functioning properly, the shift supervisor shall notify the Communications Manager of any VESTA workstation issues via email, which will be handled as soon as possible.
 - a. A CC should be sent to Police-Dispatch.
 - 2. If the VESTA workstation issue results in less than three (3) positions being fully functional, the shift supervisor shall immediately contact AT&T
 - 3. Notify the Communications Manager.

D. CAD

- i. System-wide Outage:
 - 1. Direct all dispatchers to begin using cards, and;
 - 2. Contact IT
- ii. CAD Workstation Outage:
 - 1. Providing there are six (6) or more CAD positions that are functioning properly, the shift supervisor will notify the Communications Manager of any CAD workstation issues via email, which will be handled as soon as possible.
 - a. A CC should be sent to Police-Dispatch.
 - 2. If fewer than six workstations are operational, a call to IT should be placed immediately.

E. MISCELLANEOUS

- i. Any repairs to miscellaneous dispatch equipment that does not immediately impede the Center's ability to provide service, should be made via email to the Communications Manager with a CC to Police-Dispatch.

F. PRINTER

- i. Low toner or other issues that still allow printing should be handled by following the steps in Section E.
- ii. If the printer is not working, immediately notify IT

G. HARBOR CHANNEL PATCH

- i. If the patch between the VHF marine channels and the RCS channels is not properly functioning, disable the patch at the PD01, reboot the RCS workstation and ensure the patch is re-established.
- ii. If the circuit listed above is determined to be functioning properly, contact RCS.
- iii. In all cases, until the patch is properly functioning, the communications supervisor is responsible for ensuring that the VHF Marine Channel 16 is monitored at all times.

1. The patch at PD01 between marine channels 12 and 16 UHF/VHF and 800 MHz must be reset after power loss or computer restart.

REVERSE 911 AND SOCIAL MEDIA

I. PURPOSE

To provide guidelines for initiating Reverse 9-1-1 and Oceanside Alerts notifications.

II. PROCEDURE: REVERSE 9-1-1

- A. Reverse 9-1-1 notifications must be authorized by a Watch Commander and an Activation Request Form must be filled out prior to initiation.
 - i. If the officer is unable to fill out the form and circumstances warrant an immediate notification, the dispatcher may receive the verbiage via telephone so long as it is on a recorded line. The form must then be filled out after.
- B. Follow the directions in the red manual located behind PD02 for step-by-step instructions.
- C. Text-to-Voice features require that certain elements be spelled out. For example, EOC will be heard by the public as “eoch”. You must use spaces and put E O C in order for the computer to recognize it. Similarly, numbers should be spelled out, height and weight descriptions must also be spelled out.
- D. Messages should identify who is calling, direct people not to call the police unless they have information, and give a brief message. An appropriate text for a missing person, for example, would be:

This is the Oceanside Police Department with an important notification. We are looking for a missing person who is at risk. Stop. Please listen to this message. Do not call the police department unless you have pertinent information to share. The missing person, [insert name], is missing from the area of [insert location]. S/he was last seen wearing [insert description]. Please call nine-on-one if you have any information on this person. We apologize for the intrusion and thank you for your help.

- E. Citizens may be directed to register their cell phones by going to www.readysandiego.org.
- F. Citizens who wish to be removed from the reverse 9-1-1 system should be directed to contact the County Office of Emergency Services at 858-565-3490.

III. PROCEDURE: SOCIAL MEDIA

- A. Social media communications must be authorized by a supervisor.
- B. Authorized outgoing communications should be made through Nixle, which in turn will push the information to our webpage, Facebook, Twitter and any registered cell phones as specified.
- C. Responses to non-urgent comments or questions from any social media platform will be forwarded to and answered by the watch commander or PIO.

RECORDS

I. PURPOSE

To provide guidelines for required records functions for dispatch personnel when the records division is closed (1645 to 0800 M-F, all holidays and weekends).

II. PROCEDURE

- A. Required
 - i. Vehicle Entries: Stored/Impounds, PPI's, Repos, 10851's, Missing Person Vehicles, Felony Vehicles, Lost Vehicles, Recovered Vehicles and Located Vehicles.
 - ii. Person Entries: Missing, Runaways and Located.
 - iii. TRO Service, including EPO's (via FAX).
- B. Administrative Messages
 - i. Only needed when it is absolutely necessary or requested by investigations or the watch commander.
- C. RMS/CLETS Entries
 - i. Dispatch will not be responsible for entering property into CLETS or for completing records functions in RMS.
- D. Checklists
 - i. Checklists must include initials on each entry and the case number on the top right corner of the page.
 - ii. Checklists are required for the following entries:
 - 1. Stored and Impounded Vehicles
 - 2. 10851, Lost and Felony Vehicles
 - 3. Recovered 10851 Vehicles

- a. When recovering our own stolen, or a stolen from another agency, complete the “Stolen Vehicle Locate” section on the vehicle checklist form.
 - 4. Missing Persons and Runaways
 - 5. Missing Person Vehicles
 - 6. Missing Person Locates
 - a. When clearing our own missing person, or a missing person from another agency, complete the “Missing Person Locate” section on the missing person checklist form.
- iii. Checklists are not required for the following:
 - 1. PPI’s and Repos
 - 2. Stolen Vehicle Plates
 - a. Unless the entry is made as part of the recovered stolen checklist.
 - 3. Receiving a locate for one of our missing persons recovered by another agency.
 - a. Place the locate in the records tray.
 - 4. Clearing Missing Person Vehicles

III. PROCESS

- A. For all CLETS functions, print out a copy of the entry and attach it with the checklist, when applicable, and any additional paperwork, i.e., CHP 180.
- B. Attach RC1 or RC2 to the field units call until the entry is complete or Records is advised to ensure the transaction is entered into CLETS.
 - i. Write the case number at the top right corner of *each* page.
 - ii. You must initial *each* entry and the check list that says you did the entry. The secondary checker must also initial the checklist.
 - iii. If you are recovering, removing, or modifying an existing entry, you should make notes/initials on the existing checklist rather than creating a new one.
 - 1. If you are unable to access the original checklist, then a new one should be created.
 - iv. If an existing entry is modified, attach a copy of the original and the modified entry.
 - v. After the entry has received the secondary check, place it in the records tray.
- C. Stored/Impounds, PPI and Repo
 - i. In SDLaw, from the *Stolen Vehicles Entry* menu under State, select *Enter Stored/Impounded/Pawned/Repossessed Vehicle*.
 - ii. Required fields:
 - 1. Type of entry

- a. Impound: Conditional release; 30-day holds involve release fees obtained from records and apply to the following CVC sections:
 - i. 23109- Speed Contest
 - ii. 14602.6(a)- Unlicensed or Suspended
 - iii. 14607.6(a)- S/A with prior conviction
 - b. Stored: Vehicles towed for storage only—includes PPI's.
- 2. License plate number, state, year, type (if plates are on vehicle) and VIN
 - a. If no plates were on vehicle, enter by VIN and leave all plate information blank. Make a note in the Misc Field about the lack of plates.
- 3. Vehicle year, make model, style and color
 - a. Motorcycles: VMO is CYL; VST is MC
 - b. Trucks: if VMO is not indicated, use TK (truck); VST is usually PK (pickup) or PM (pickup with mounted camper)
 - c. SUV: VST is LL (carryall)
- 4. Date of transaction (when the vehicle was stored/impounded)
- 5. Case number
 - a. PPI= PPI[ID number]; Repo= REPO[ID number]
- 6. Miscellaneous information, such as tow company and phone number, storage authority and any other pertinent information.
 - a. Dispatchers should obtain vehicle color, make, model and CVC section when officer makes the tow request
 - b. ** Attach RC1 or RC2 to the field units call until the entry is complete or Records is advised to ensure the transaction is entered into CLETS.

D. 10851 and Felony Vehicles

- i. In SDLaw, from the *Stolen Vehicles Entry* menu under State, select *Enter Stolen Vehicle* or *Enter Felony Vehicle*.
- ii. Required fields:
 - 1. Type of entry
 - a. Use the appropriate caution code from the drop down menu, if applicable
 - 2. License plate number, state, year, type (if plates are on vehicle) and VIN

- a. If no plates were on vehicle, enter by VIN and leave all plate information blank. Make a note in the Misc Field about the lack of plates.
 - 3. Vehicle year, make model, style and color
 - a. Motorcycles: VMO is CYL; VST is MC
 - b. Trucks: if VMO is not indicated, use TK (truck); VST is usually PK (pickup) or PM (pickup with mounted camper)
 - c. SUV: VST is LL (carryall)
 - 4. Date of theft (when the vehicle was stolen, not reported)
 - 5. Case number
 - 6. Miscellaneous information
 - a. Number of plates and unique features of the vehicle
 - b. Suspect information and wants
 - i. Do not use penal codes as the information is sent to NCIC
 - 7. Victim data, including name, full address and phone number(s)
 - 8. Notify Original Agency should be “yes”
- iii. You must run the 10851 plate after entering to ensure the DOJ stop appears on the 1028
 - 1. Attach an initialed copy of the DOJ stop with the rest of the paperwork
 - 2. If the DOJ stop does not appear, you must cancel the entry and re-enter it, then follow step iii again
 - 3. Only the entered 10851 DOJ stop print out is required
- iv. If the vehicle being reported stolen is already in the system as stored/impounded, that entry would need to be cancelled so the stolen can be entered
- v. If the vehicle is entered as stolen but later determined to be a repo or PPI, the original stolen can be cancelled as unfounded

E. Lost Vehicles

- i. In SDLaw, from the *Stolen Vehicles Entry* menu under State, select *Enter Reported Lost Vehicle*.
- ii. Required fields:
 - 1. License plate number, state, year, type (if plates are on vehicle) and VIN
 - a. If no plates were on vehicle, enter by VIN and leave all plate information blank. Make a note in the Misc Field about the lack of plates.
 - 2. Vehicle year, make model, style and color
 - a. Motorcycles: VMO is CYL; VST is MC

- b. Trucks: if VMO is not indicated, use TK (truck); VST is usually PK (pickup) or PM (pickup with mounted camper)
 - c. SUV: VST is LL (carryall)
 - 3. Date of theft (when the vehicle was lost, not reported)
 - 4. Case number
 - 5. Miscellaneous information
 - a. Number of plates and unique features of the vehicle
 - 6. Victim data, including name, full address and phone number(s)
 - 7. Notify Original Agency should be “yes”
- iii. The checklist for lost vehicles is on the Impounded/Stored checklist under “embezzled/lost vehicles”
- iv. Approval from the Investigations Division is required primarily in formal civil issues such as rental agency agreement violations. Prior approval is not required if one party lent a vehicle to another and is now reporting it as lost.

F. Stolen Vehicle Plates

- i. In SDLaw, from the *Stolen Vehicles Entry* menu under State, select *Enter Stolen Vehicle License*.
- ii. Required fields:
 - 1. Type of entry
 - a. Use the appropriate caution code from the drop down menu when applicable
 - 2. License plate number, state, year, type
 - 3. Date of theft (when the plates were stolen, not reported)
 - 4. Case number
 - 5. Miscellaneous information
 - a. Which plate (front, back or both)
 - b. Suspect information and wants
 - i. Do not use penal codes as the information is sent to NCIC
 - 6. Victim data, including name, full address and phone number(s)
 - 7. Notify Original Agency should be “yes”
- iii. No checklist is required

G. Vehicle Recoveries

- i. The agency that entered the vehicle must clear the vehicle
- ii. For all recovered vehicles, we will need to know if the vehicle is damaged, stripped or burned, if any license plates are missing, if there is a suspect in custody, and if the vehicle will be released to the registered owner

- iii. If we recover another agency's stolen, we send a locate and the other agency clears the vehicle from the system.
- iv. If another agency recovers one of our stolens, they send us a locate and we clear the vehicle from the system.
- v. Recovering an OPD stolen vehicle:
 - 1. In SDLaw, from the *Stolen Vehicles Entry* menu under State, select *Clear Unlocated Stolen Vehicle*
 - 2. Required Fields:
 - a. FCN (obtained from the stolen vehicle return)
 - b. Case number (same as the original for our own recovery)
 - c. Appropriate status codes as described above
 - d. Date of clear
 - e. Recovering agency identifier (ORI)= CA0371000
 - 3. If any of the plates are missing, the plates must be entered as stolen in the SVS menu *Enter Stolen Vehicle License* (see F)
- vi. Recovering stolen vehicle from outside agencies
 - 1. In SDLaw, from the *Stolen Vehicles Entry* menu under State, select *Locate Vehicle Record*
 - 2. Required fields:
 - a. FCN and Originating Agency Case Number (located from the stolen vehicle return)
 - b. Appropriate status codes as described above
 - c. Date of clearance
 - d. Our case number for the recovery
 - e. Reference field needs to contain information about the status of the vehicle, such as damage and if the vehicle will be released to the owner or towed (include the tow company information if towed)
- vii. Clearing an OPD stolen vehicle located by another agency
 - 1. In SDLaw, from the *Stolen Vehicles Entry* menu under State, select *Clear Located Vehicle Record*
 - 2. Required fields:
 - a. FCN (obtained from the stolen vehicle return)
 - b. Case number (our agency case from original stolen)
 - c. Date of recovery
- viii. Clearing lost vehicles that have been found are handled in the same manner as stolen vehicles

H. Missing Persons and Runaways

- i. Must be entered into CLETS within 4 hours from the time the call was received for adults over 20, and 2 hours for anyone under 20 or at risk.

- ii. In SDLaw, from the *Missing Persons* menu under State, select *M.P. Entry*
- iii. Required fields:
 - 1. Case number and report type (i.e., missing or runaway)
 - 2. Name (last, first, middle)
 - 3. Sex, race, height (5'6 indicated as 506, etc.), weight, hair color, eye color, DOB or age, date of last contact
 - 4. Reporting agency (type=PD; station=Oceanside)
 - 5. Agency phone number and notify originating agency (always marked as yes)
 - 6. Miscellaneous information—all the information from the BOL: clothing description, location last seen, location the subject may be en route to, other pertinent information, and the notice “If subject is located, please contact the Oceanside Police Department at 760-435-4900”
- iv. If the subject is considered at risk, then an Administrative Message should also be sent out (see §K)

I. Missing Person Vehicle

- i. In SDLaw, from the *Missing Persons* menu under State, select *M.P. Vehicle Entry*
 - 1. Required fields:
 - a. FCN (obtained from missing person return)
 - b. Name (last, first, middle)
 - c. Who the vehicle belongs to
 - d. Vehicle color and make
- ii. Optional information on the vehicle should be included to the fullest extent possible
 - 1. Optional fields:
 - a. License plate number
 - b. State, expiration year and type code
 - c. Vehicle model, style and year
 - d. VIN
 - e. Caution code, if applicable

J. Clear Missing Person Vehicle

- i. In SDLaw, from the *Missing Person* menu under State, select *M.P. Vehicle Cancel*
 - 1. Only used if the vehicle is located and not the missing. Otherwise, clearing the missing person will automatically clear any associated vehicles.

K. Missing Person Locates

- i. Clearing our own missing person:

1. In SDLaw, from the *Missing Persons* menu under State, select *M.P. Cancel*.
2. Required fields:
 - a. FCN (obtained from the missing person return)
 - b. Missing person's name (last, first, middle—must match the original entry)
 - c. The reason the report was inactivated
 - d. Date
 - e. Locating Agency's case number
- ii. When OPD locates a missing from an outside agency:
 1. Same as above but indicate our case number for the located missing person and complete the "Other Agency Missing Person Located by OPD" section on the missing person checklist.
- iii. When we receive a locate from an outside agency referencing one of our missing persons, put the locate in the records tray. The act of sending a locate on a missing person automatically clears them in the system and no additional CLETS action or checklist is required on our end.

L. TRO service and EPO's

- i. In SDLaw, from the *Restraining Orders (CARPOS)* menu under State, select *Proof of Service*
 1. Required fields:
 - a. FCN (obtained from the TRO return)
 - b. Name (last, first, middle)
 - c. Case number
 - d. Name of the officer who served the TRO
 - e. Date and time of service
 - f. Agency (Oceanside PD)
- ii. If there are any issues with SDLaw, the proof of service can be faxed to the SDSO warrant division so that the TRO can be updated in CARPOS.
- iii. When an EPO is served, the proof of service needs to be faxed to the SDSO warrant division so that the EPO can be entered. We do not enter them.

M. Admin Messages

- i. In SDLaw, from the *State Menu Page* menu under State, select *Administrative Message*
 1. Required fields:
 - a. Enter destination
 - i. To send a message to all county agencies, chose *G999* from the drop down menu

- ii. To send to a specific agency, choose either a 4 character mnemonic for in-state or ORI for out of state
 - b. Select message type from the drop down menu
 - i. For missing person BOL's select BOL from the message type and it will generate what looks like the printout with all of the field ready to be filled in
 - c. Enter message
 - i. In county include our printer ID (OCP0) in the message
 - ii. Out of county but within the State, include our 4 digit mnemonic (COP0) in the message
 - iii. Out of State, include our ORI (CA0371000) in the message

N. Hit Confirmations

- i. In SDLaw, from the *Multiple* menu located on the bottom of the screen
 - 1. YQ= Hit confirmation query or request
 - 2. YR= Hit confirmation response
 - 3. Different options are present for requesting a hit confirmation in and out of state and responding to a hit confirmation in and out of state.
- ii. Required fields:
 - 1. Destination ORI or MNE
 - 2. Request type
 - 3. Request number
 - 4. Priority
 - 5. OCA number (CA0371000) and FCN
 - 6. Agency name
 - 7. Appropriate boxes filled out, such as stolen/felony vehicle if inquiring about the current status of a 10851
 - 8. Fields located on the received request (YQ) should be included in the response (YR) with any questions answered in the miscellaneous field
 - a. Remarks should include the specific inquiry
- iii. To find an ORI or MNE:
 - 1. From the *Federal* menu in SDLaw, select NLETS and then choose *ORION Menu Page*
 - 2. Select *Inquire by Location*
 - 3. Input the state, the location (city or county) and then the appropriate agency type from the drop down menu
 - a. Example: Location=Carlsbad; Agency Type=PD

- b. Example: Location=San Diego; Agency Type=SO
- iv. To verify if something is still outstanding, open up the case folder in RMS. There is no need to physically look at the case in Records as all information and the current status will be in RMS
- v. Hit confirmations must be responded to within 10 minutes
- vi. We do not receive hit confirmations for wanted persons because we are not the entering agency

O. RMS

- i. If an officer is not assigned to a case in RMS, pull up the case in RMS and click on the *Edit Case Details* on the left side of the screen. Under assignments, click the bottom arrow to expand the field and then fill in the officer's name before hitting the *Save and Close* button
- ii. If an officer is locked out of a case in RMS after-hours, sergeants have access to unlock it. From the *RMS Lobby*, they would access the *Doc Lock Manager* which brings up a list of all cases that are currently locked. They can then click the *X* on the specific case to unlock it, but should not unlock all.
- iii. To cancel a case number, officers (if they are the ones who asked for the case number in error, otherwise the dispatcher who issued it in error if not asked for) must complete a Case Number Cancel Request form located on the J Drive in the Master Forms folder and submit the completed form to Records

P. SICK RECORDS EMPLOYEES

- i. Upon receiving notification that a records employee is calling in sick, fill out a leave request for the employee and put it in the Records basket for pick up. Also send an email to the Records Manager and supervisors advising them of the absence.

CALL TAKING

I. PURPOSE

To provide guidelines for consistent, accurate call taking that ensures an appropriate response for the citizens of Oceanside and the safety of responding officers.

II. BACKGROUND

In order to provide officers with the most accurate and timely information, the calls received by the Communications Center must be clear, consistent and accurate. Any breakdown that occurs in the communications process endangers officers and the citizens we serve.

III. TERMS

A. In Progress

- i. A call that is currently in progress with the suspect still on scene.

B. Just Occurred

- i. A call is considered Just Occurred if it occurred within ten (10) minutes, or the call taker believes there is a strong likelihood the suspect is still in the area.

C. Cold Call

- i. A call is considered to be cold if the crime has occurred more than ten (10) minutes ago, unless the call taker determines there is a strong likelihood of the suspect either remaining in the area or returning to the scene.

D. Call Taker

- i. In addition to call takers, any dispatcher who is not working police primary or police inquiry is considered a call taking position and will be referred to as call taker for the purposes of this document.

IV. CIVIL (non-custodial) vs. CRIMINAL MATTERS

Civil matters, i.e., those matters stemming from a contractual agreement, either verbal or written, are most often settled in a civil court. Police would typically only be dispatched when a crime has occurred, as evidenced by the elements therein, or when a disturbance necessitates a response.

Call takers will not give advice on any civil matter. Rather, callers should be directed to contact a lawyer or the court with jurisdiction.

V. ADMINISTRATIVE PHONE PROCEDURES

A. Call takers will answer incoming seven-digit phone calls by stating, "Oceanside Police, [name]."

- i. The call taker may either state their first or last name.
- ii. Identification numbers will not be given in lieu of a first or last name.
 1. Call takers may give an identification number in lieu of a last name when requested by a member of the public.
- iii. If a call taker is engaged in a non-emergency phone call when a 9-1-1 line rings and is not immediately answered, the call taker will:

1. Politely inform the existing caller that they must be placed on hold momentarily.
 2. Answer incoming 9-1-1 line(s) and determine if the caller has an emergency.
 3. If caller does not have an emergency, they may either be given the non-emergency phone number or transferred to the number directly.
 4. If the caller does have an emergency and it appears it will take some time to handle, the call taker will look for an opportunity to transfer their non-urgent call to another available call taker to be completed.
- B. The police primary and inquiry radio dispatchers should not answer incoming administrative phone lines.

VI. 9-1-1 PHONE PROCEDURES

- A. Call takers will answer 9-1-1 lines by stating, “9-1-1 Emergency.”
- B. Call takers have the responsibility to quickly place non-emergency calls on hold and answer incoming 9-1-1 lines as needed.
- C. If all call takers are currently on urgent calls, then the inquiry dispatcher may answer additional 9-1-1 calls, workload permitting.
- D. The police primary radio dispatcher should not answer incoming 9-1-1 lines.

VII. PROCEDURE: CALLS IN PROGRESS/JUST OCCURRED

- A. For every call in progress or call that just occurred, the information that will be obtained shall include, but is not limited to:
- i. Location of incident
 - ii. Reporting Party’s first and last name and relation to incident.
 - iii. RP’s address
 - iv. RP’s phone number
 - v. Nature of the call
 - vi. Timeframe
 - vii. Whether drugs or alcohol are involved, when applicable
 - viii. Known weapons
 1. If there are weapons, ask what type of weapons, description and where they are currently located
 - ix. Vehicle description, plate and direction of travel, if applicable
 - x. Suspect information, if any:

1. Suspect name, if known
 2. Physical description (including but not limited to: race, sex, height & weight (i.e., tall vs. short; heavy vs. thin), hair color, etc.)
 3. Clothing description (starting from the head down)
 4. Direction of travel
- xi. Determine if there are any injuries or need for medics, where applicable.
 - xii. Are there any dogs on the premises? If yes, request RP to secure animal prior to Officers arrival.
 - xiii. Does the RP want officer contact?

B. For **priority one** calls in progress or just occurred, the call taker will enter the location and call type, and then enter the call with more details to follow.

1. This will be indicated by putting “MTF” (more to follow) in the text.
- ii. The call taker will, to the extent possible, have the initial call entered within one (1) minute of receiving the call.
- iii. The call taker will then supplement the existing call with additional information *as it becomes available without delay*.

C. For **priority two** calls, the call taker will, to the extent possible, have the call entered within two (2) minutes of receiving the call.

D. The call taker should, when feasible, keep callers on the phone for **priority one** incidents in progress to provide continuing updates to field units.

- i. The call taker may keep a caller on the phone for any priority when deemed appropriate.

E. If a call taker receives additional RPs for an existing incident, the call taker will note the new RP’s name, address and phone number in the narrative of the existing call.

VIII. PROCEDURE: COLD CALLS

A. For every cold call for service, the information that will be obtained shall include, but is not limited to:

- i. Location of incident
- ii. RP’s first and last name
- iii. RP’s address
- iv. RP’s phone number
- v. Nature of the call

- vi. Timeframe
- vii. Suspect information, if any
- viii. Are there any dogs on premise? If so, ask the RP to secure them prior to Officers arrival.
- ix. Does the RP want officer contact?

IX. PUBLIC WORKS

- A. For any City Property that has been damaged after normal business hours of Customer Care and does not require a Public Works Duty call-out an email needs to be sent to “Public Works - COC PS Supervisors”. The email needs to contain a brief description of the damage, location and the CAD number or Case number if one is drawn. Be sure to document that an email was sent in CAD as well. (Customer Care is to be called and given the same information during their normal business hours)

X. FOREIGN LANGUAGE CALLERS

- A. When communication with a caller is hindered because of language, i.e., callers whose primary language is other than English, the call taker will utilize the Department provided translation service to ensure an appropriate response.
 - i. The call taker will not rely on the translator to ask the appropriate questions, but rather will direct the translator and control the conversation.
- B. Translation may be done with an in-house bilingual call taker if the call taker is immediately available to provide translation.
- C. Non-9-1-1 calls must utilize the translation service listed under the Misc tab in VESTA. Only 9-1-1 callers can utilize the service from the 9-1-1 transfer list (because the State 9-1-1 Office pays for 9-1-1 translation).

XI. CALL TRANSFERS

- A. When transferring a caller to another agency or extension, the call taker will remain on the line, introduce yourself and the caller about to be connected, then ensure the caller will be appropriately assisted before disconnecting.
 - i. The exception to this is transferring callers to CHP, in which case the call taker should advise the caller that there is likely to be a delay in their call being answered, but that you will remain on the line with them for as long as possible.

- ii. When no detailed information has been relayed, such as someone who says they want a copy of a police report or fingerprints, it is then acceptable to blind transfer to records or the front desk.

XII. ANONYMOUS CALLERS

- A. Oceanside Police does not refuse service merely because a reporting party refuses to identify themselves. Rather, ANON will be put in the caller name field, and:
 - i. For non-urgent calls in which there is no likelihood of a crime occurring or injury ensuing, such as a loud party, enough information will be taken so the call can be BOL'D to units in compliance with Policy & Procedure III-705.04.
 - ii. For urgent matters, or those in which a crime has occurred or is likely to occur, or in which a person's safety is at risk, the call will be treated as any other incident with ANON being placed in the caller name field.

XIII. DEMAND FOR AN OFFICER

- A. If, after explaining to a caller that the service they are requesting is not a police function or we are otherwise unable to assist, a caller demands officer contact, the call taker will take all the pertinent information and format a call for service. This is true even if there has been no crime committed and the situation is not one in which we would normally dispatch.
- B. While call takers are tasked with appropriately screening calls for relevance and directing issues that are not police matters to a more appropriate service provider, call takers will not refuse service to any caller that is demanding a police response.
- C. Callers will not be told the issue they are presenting is not a police matter without an alternative contact or some level of assistance being offered by the call taker.

XIV. CANCELLING CALLS

- A. Call takers shall not cancel calls for service involving potential domestic violence even if the original caller is requesting the cancellation. Rather, the requested cancellation will be noted in the incident for responding officers and the call left active.

XV. CHANGING PRIORITIES

- A. Call takers may raise the priority of a call (e.g., from a priority 2 to a priority 1) at their discretion.
- B. Call takers will not lower the priority of a call (e.g., from a priority 1 to a priority 2) without the prior approval of a supervisor.
 - i. The reason for the lowered priority will be noted in the text of the call.

XVI. COURTESY

- A. Call takers shall be courteous to the public and to other members of the Department. They shall be tactful in the performance of their duties, control their tempers, and exercise the utmost patience and discretion (P&P I-120.09).
 - i. Call takers may, when appropriate, politely and professionally inform a caller that the service they are requesting is not a service the police are able to provide.
 - 1. In so doing, the call taker will, to the extent possible, offer other avenues of resolution to the caller.
 - ii. If the caller is still not satisfied with the information they are receiving, but has not demanded officer contact, the call taker may politely inform the caller that we are sorry we are not able to assist, but that the call will be terminated in order to provide service to other callers who may be waiting.
- B. Call takers shall not engage in unprofessional argumentative discussion even in the face of provocation.
 - i. Situations may arise in which the call taker must raise their voice to a caller in order to get their attention when the caller is hysterical or otherwise not listening to important direction.
 - 1. When this occurs, the call taker should immediately return to a professional tone and volume level once the caller's attention is gained.
 - ii. Call takers will not raise their voice or become argumentative with a caller merely because the caller is hostile or otherwise rude.
 - 1. Call takers should, workload permitting, allow hostile or rude callers to vent until a constructive dialogue can be achieved.
 - 2. If it becomes evident that constructive dialogue will not be possible, the call taker may politely and without raising their voice inform the caller that the conversation will be

terminated in order to provide service to other callers who may be waiting.

XVII. GENERAL FORMAT

- A. Generally speaking, the first line of the text will include only what the nature of the issue is and timeline. For example: “RP 242’d 5 ago by known subject.”
- B. The second line should include any additional description, direction of travel information and name, if known. For example: “subject WMA, 5’10/150, wearing green shirt, blue shorts, last seen on foot south on Mission. Subject is RP’s Brother, John Doe 11/05/55.
- C. The third line should include weapons, HBD and drug information.
 - i. Example:
 - RP 242’d 5 ago by known suspect**
 - Subj is WMA, 5’10/150, wearing green shirt, blue shorts, John Doe 11/05/55, RP’s brother.**
 - Negative weapons, alcohol or drugs.**
- D. Fields should be separated by a comma (,) or a slash (/) to ensure ease of reading.

9-1-1 Procedures - Non-Wireless

I. PURPOSE

To provide guidelines for responding to 9-1-1 calls for service.

II. TERMS

1130: Incomplete 9-1-1 call with no indications of distress, including but not limited to: nothing heard, static only, obvious unintentional dialing heard, casual talking in background, etc.

1131: Incomplete 9-1-1 call with indications of possible distress, including but not limited to: caller is only able to yell “help” or sounds as if assistance is needed, or possible disturbance (but nature of 415 cannot be firmly

established). Also used if RP is third party and was asked to call police for an unknown problem.

Quick Dial Tone and Uninitialized phone numbers: Residential numbers listing “Quick dial tone” in the residence name field are from phone lines that do not subscribe to the telephone company but are still able to dial 911. Similar to uninitialized cellular numbers that are only able to dial 911. Every reasonable effort must be made to assist callers with “Quick Dial Tone” or uninitialized numbers. There is no way to call back these lines.

Voiceover Internet Protocol (VoIP): A subscriber service in which callers may use the internet to provide telephone services instead of a hard line traditional telephone. VoIP may be used from any laptop or internet connection if the caller has an account and the proper equipment. As a result, a VoIP call can be placed from any location in the world where an internet connection exists, but 9-1-1 calls may be routed to the PSAP associated with the subscriber’s home address. Therefore, Oceanside Police could receive 9-1-1 calls from people attempting to report incidents occurring outside of our city limits, outside of the state, or even out of the United States.

III. PROCEDURE: GENERAL

- A. Dispatchers will answer all 9-1-1 lines by stating, “9-1-1 Emergency.”
- B. Dispatchers will accept all 9-1-1 calls in which the caller is reporting any life-threatening emergency, any crime in progress, or any serious crime that has just occurred.
- C. Dispatchers should transfer callers who do not meet the criteria listed above to a 7-digit non-emergency number.
 - i. Dispatchers will not tell callers to call the non-emergency number without providing them with a number or transferring them directly.
 - ii. See Section VII of this SOP for additional transfer instruction.
- D. Dispatchers will verify addresses and call back numbers with the RP.
 - i. When possible, the dispatcher will not give the address and ask if it is correct. Rather, the dispatcher will ask the caller to state their address or closest cross streets.

IV. PROCEDURE: 911 HANG-UP

- A. If a 9-1-1 call is received and the caller is disconnected prior to advising the nature of the call, the call taker will:

- i. Create a CAD incident using the call type 1130 if there were no signs of distress; 1131 if there were indications of distress.
 1. Call back the phone number indicated in the ANI immediately to ascertain if an emergency exists or if the caller is somehow in danger.
 2. The dispatcher will identify himself/herself as soon as someone answers.
 3. The dispatcher will advise the person that you have received a 9-1-1 hang-up call from their phone number and that you are calling back to make sure everything is all right.
 - a. The dispatcher should be perceptive to someone who is indicating there is a problem.
 - b. The dispatcher should use questions that require yes or no answers in case they are unable to speak freely.
 - c. To determine this, the call taker may consider asking something similar to, “Are you speaking freely?” or “Is someone telling you what to say?”
- ii. If the call taker is able to make contact with the RP on call back and is confident there is no emergency, the call taker will promptly notate “accidental” or the reason the call is being cancelled and who the call taker spoke to.
 1. If the call has already been dispatched, the call taker will advise the radio dispatcher to cancel the incident with disposition of checked ok or “COK”.
 2. If the call is still in the waiting queue, the call taker should cancel the incident with a disposition of COK.
- iii. If there is no answer, the line is busy, or there is an answering machine, note this in the text of the incident.
 1. In the event of reaching an answering machine on call back, the dispatcher will not leave a message. Any possible suspect on scene may hear a message being left and be alerted to the fact that police are en-route.
- iv. If the call taker determines there is an emergency or indication that the caller is in need of assistance, the dispatcher will modify the call type to reflect the correct type of call, enter relevant comments into the text of the incident, and follow up with any additional questions to obtain more information.

V. PROCEDURE: OPEN LINE

- A. Upon receipt of a 9-1-1 call with an open line, and there is no indication of a problem or noise heard in the background, the call taker shall:

- i. Format a CAD incident as type code 1130.
 - ii. Enter into the text any details of the call, such as, “Open line, nothing said, etc.”
 - iii. Attempt contact via TDD to determine if the caller may be hearing impaired.
 - 1. This requirement is in compliance with the Americans with Disabilities Act (PL 101-336).
 - iv. Keep the line open for as long as practical to see if anyone comes to the phone. It is preferable to listen for as long as practicable rather than place the call on hold. By placing the call on hold it is possible to tie up the 911 line and prevent others from getting through. If the call must be placed on hold in order to answer another call, the open line should be returned to as soon as possible to see if anyone has come to the phone or if the line has disconnected.
 - 1. The dispatcher will then attempt a call back.
- B. If there are sounds of a struggle or any indication of a problem, the call taker will format a CAD incident as type code 1131.
- i. The dispatcher will note what sounds are heard or indications of a problem in the text of the call for responding units.

VI. PROCEDURE: PAYPHONES

- A. Citizens calling 9-1-1 from a payphone should be treated as any other call for service. The dispatcher should attempt to get a description of the RP since it is not possible to call back payphones. If possible, the dispatcher will get the RP's home phone number and address in case future follow-up is required.
- B. Open lines or 1130's from payphones:
- i. If no signs of distress are heard, the call should be entered with call type 1130P for documentation purposes and cancelled as “Payphone unable to callback”
 - ii. When numerous hang ups are received within a short period of time from the same location, the call shall be entered as CKAREA and a unit will be dispatched.
 - iii. If there are any indications of a problem, the dispatcher will format an 1131 or more appropriate call type if more information is known, and follow the procedures listed.

VII. PROCEDURE: TRANSFERS

- A. If a 9-1-1 caller is reporting an incident that is occurring in a jurisdiction other than the City of Oceanside, the dispatcher will transfer the caller

to the appropriate law enforcement or fire agency through one of two means:

- i. 911 Transfer
 1. Dispatcher should click on the “911 Transfers” button on their VESTA display to get a list of other public safety agencies to which 911 calls can be transferred.
 2. Highlight the desired number and click “dial”.
 3. When the phone is answered, you will have a three-way conversation.
 4. The dispatcher will announce “Oceanside Police with a transfer” and ensure the caller will be appropriately assisted before disconnecting.
 - a. The exception to this is transferring callers to CHP, in which case the dispatcher should advise the caller that there is likely to be a delay in their call being answered, but that you will remain on the line with them for as long as possible.
 5. Once the dispatcher establishes they are no longer needed, the dispatcher may click the “release” button.
- ii. Manual
 1. To transfer a caller (from 9-1-1) to a number that is not on the pre-programmed list, the dispatcher will:
 - a. Keep the caller on the line and click the “flash” button.
 - b. Wait for a dial tone and then dial the number you wish to call, including area code. (note: do not dial 9 first to get an outside line. You must dial a 1 first if the call is outside the 760 area code)
 - c. The dispatcher will introduce themselves and the caller about to be connected, and then ensure the caller will be appropriately assisted before disconnecting.
 - d. Once the dispatcher establishes they are no longer needed, the dispatcher may click the “release” button.

Note: If after transferring a call, the admin line continuously rings but is a dial tone only, hit the flash button again to release the line.

VIII. PROCEDURE: MISROUTES

- A. Dispatchers receiving a 9-1-1 call in which there is an error either in PSAP routing (i.e., the call came to OPD but the caller is calling from Carlsbad), or in which information contained in the ALI/ANI is incorrect, will fax a

9-1-1 Misroute Form to the San Diego Sheriff's Communications Center and place the original in the 9-1-1 Misroute Binder. The same process is used for chronic residential false calls where the occupants claim not to have landline service.

IX. PROCEDURE: VoIP

- A. Because dispatchers cannot assume ALI information on VoIP calls is accurate, the call taker will verify the location where assistance is needed with the caller on all VoIP calls, including the city and state, whenever possible.
- B. VoIP calls will be formatted the same as regular 9-1-1 calls, except the fact that it came from a VoIP source will be indicated in the text.
- C. For calls in which assistance is needed outside of the City of Oceanside but within San Diego County, the call taker will ask the caller to remain on the line and transfer the caller to the appropriate jurisdiction.
- D. For calls outside of San Diego County, place the caller on hold and attempt to locate a telephone number for the appropriate jurisdiction via the internet, and then transfer the caller to the appropriate agency.
 - i. The dispatcher will remain on the line to ensure the caller will be properly assisted before disconnecting.
- E. Incomplete calls for help where the caller is not able to provide a location before hanging up will be handled in the same manner as wireless 9-1-1 calls.

X. PROCEDURE: ACCIDENTAL DIAL

- A. If the caller remains on the line but advises that they did not intend to dial 911, the call will be entered using the call type "ACC" for accidental dial. If the dispatcher is confident there is no emergency, the callers name will be noted and the call may be cancelled using the disposition of Non-dispatched call.

XI. PROCEDURE: CHRONIC

- A. Immediate disconnects or "static heard only" from numbers/addresses known to be chronic must still be entered. The dispatcher will notate "Chronic" in the text of the call.
 - i. If information is received from an officer or sergeant indicating that the phone line or address no longer exists or is otherwise

having phone problems, that information will be noted in the text of the call. The call may then be cancelled with the disposition of Non-dispatched call. The dispatcher may then print a copy of the incident and refer to Communication Manager for follow up with the phone company.

- ii. If no unit has checked the location within the last 3 business days, a new CAD incident will be created and units will be dispatched to the location.

XII. PROCEDURE: ANI/ALI NOT YET RECEIVED

- A. If the ALI display reads “ANI/ALI not yet received” and/or no CAD screen is launched, the dispatcher will use the “ANI Callback” button located on the VESTA screen. This should launch a call taking screen with the location of the caller as well as dial the number from which the initial call was received.
 - i. If the call originated from a payphone the line will be 10-6.
 - ii. This applies to wireless, residential, and business calls.
- B. If the ALI display reads “No record found” no location will be given however the phone number should be provided.
 - i. Attempt a call back to the number given.
 - ii. Use the ANI Callback button to attempt to obtain location.
 - iii. Use the Criss-Cross directory to look up the address associated with the number.
 - iv. Attempt to locate address through manual ALI.

9-1-1 Procedures - Wireless

II. PURPOSE

To provide guidelines for responding to wireless 9-1-1 calls for service.

III. TERMS

Phase I: Wireless calls indicated with W911 in the ALI. Phase I calls will only provide the location of the cellular site location from which the call originated and Cellular Sector Directional information.

Phase II: Wireless calls indicated with WPH2 in the ALI. Phase II calls provide the call taker with the approximate latitude and longitude of the caller, Cellular Sectional Directional information, Uncertainty Factor, and Confidence Factor.

1130W1/1130W2: Incomplete 9-1-1 call with no indications of distress, including but not limited to: nothing heard, static only, obvious unintentional dialing heard, phone in pocket, casual talking in background, etc.

1131W1/1131W2: Incomplete 9-1-1 call with indications of possible distress, including but not limited to: caller is only able to yell “help” or sounds as if assistance is needed, or possible disturbance (but nature of 415 cannot be firmly established). Also used if RP is third party and was asked to call police for an unknown problem.

Wireless Service Provider: The Wireless Service Provider (WSP) is the wireless phone company through which the subscriber (caller) has contracted service.

Retransmit: A button located on each VESTA workstation that allows the dispatcher to retransmit the most current location for phase II callers. Some phase II calls will initially come in as phase I until the call is retransmitted.

Cellular Sector Directional (CSD): This is the general direction of the caller from the cellular site (e.g.: SW, NE, etc.).

Latitude/Longitude: The latitude/longitude (lat/long) is provided on Phase II wireless calls and may be translated to a physical location in the CAD Location field. The lat/long provided for phase I calls is the location of the cell tower site, not the caller. This information may be found in the “Raw Data” in the ANI/ALI tab in the call screen as well as on the original ALI screen.

Uncertainty Factor (UF): This is the caller’s approximate distance in meters from the cellular site.

Confidence Factor (CF): This indicates the likelihood that the distance in meters (based on numerous variables) is accurate.

IV. PROCEDURE: GENERAL

- A.** Dispatchers will answer all 9-1-1 lines by stating, “9-1-1 Emergency.”
- B.** Dispatchers will accept all 9-1-1 calls in which the caller is reporting any life-threatening emergency, any crime in progress, or any serious crime that has just occurred.
- C.** Dispatchers should transfer callers who do not meet the criteria listed above to a 7-digit non-emergency number.

- i. Dispatchers will not tell callers to call the non-emergency number without providing them with a number or transferring them directly.
 - ii. See Section VII of SOP 3B for additional transfer instruction.

- D.** Phase I cellular calls will only display the address to the cellular site carrying the caller's signal, not the caller's physical location. Phase II cellular calls should display a block range close to the caller's physical location. Therefore, when possible, the dispatcher will ask the caller for the location of the incident and format a CAD incident with that location and appropriate call type.
 - i. Upon call back, the dispatcher will identify himself/herself as soon as someone answers.
 - ii. Dispatchers should be perceptive to someone who is indicating there is a problem.
 - iii. Dispatchers should use questions that require yes or no answers in case the call is unable to speak freely.
 - iv. Dispatchers should not leave messages on voicemail when making callbacks.

- E.** Subscriber information may, in emergency situations, be obtained by contacting the Wireless Service Provider (WSP) indicated on the ALI display. For example: An 1131w1 or 1131w2 is received with sounds of distress heard, the dispatcher would obtain the WSP and corresponding telephone number directly from the ALI screen and attempt to obtain registration information for the phone number. If no ANI/ALI display is available, use the ANI Callback button. If the cell phone provider is unknown, the number for "Cell Phone Emergency Lookup" is located under A-Z in the card file. The cell phone provider may require a form to be faxed prior to releasing customer information.

- F.** Callers who are mobile will continue to show the cellular site location or the lat/long from when they were initially connected. Call takers will regularly retransmit the location information for mobile callers or open lines, when appropriate.
 - i. Certain types of cellular phones are only able to provide voice or GPS updates at any given time, but not do both simultaneously. Therefore, make sure you are not receiving critical information from the RP at the time you retransmit.

- G.** Uninitialized wireless phones (those that are without registered service) are still able to dial 9-1-1. Every reasonable effort must be made to assist callers with uninitialized wireless phones.

- i. Uninitialized wireless phone numbers will begin with the area code of 911 (e.g., (911) 555-1234).
- ii. There is no way for the dispatcher to call back uninitialized wireless phones.
- iii. In the case of an 1131, dispatchers should contact the WSP for possible RP information just as they would with any other wireless call.

V. PROCEDURE: WIRELESS HANG-UP/OPEN LINE

A. Hang-up/Open line calls with **no** signs of distress will be handled in the following manner:

- i. 1130W1 Phase I:
 1. CAD should automatically populate the location of the cell tower into the call taking screen based on the latitude/longitude indicated in the ALL. Note: the lat/long in a Phase I is the location of the cell tower only.
 2. Format a CAD incident using the call type 1130W1.
 3. If the line remains open, the dispatcher will retransmit the call at least two (2) times to attempt to change the phase I to a phase II and obtain a block range (See procedure for 1130W2).
 4. Attempt a call back if a valid number is available. It is not necessary to keep the line open if no sounds of distress are heard. If you disconnect the call the connection will close and you will be able to make a call back.
 5. It is not necessary to dispatch officers to investigate; rather, the call may be closed with a disposition of IO.
 6. If the call taker determines there is an emergency or indication that the caller is in need of assistance, the dispatcher will modify the call type to reflect the correct type of call, enter relevant comments into the text of the incident, and follow up with any additional questions to obtain more information.
- ii. 1130W2 Phase II:
 1. CAD should automatically populate the approximate location or block range into the call taking screen based on the latitude/longitude indicated in the ALL.
 2. Format a CAD incident using the call type 1130W2.
 3. It is not necessary to keep the line open if no sounds of distress are heard. If you disconnect the call, the connection will close and you will be able to make a call back.

4. On call back, if the call taker determines there is an emergency or indication that the caller is in need of assistance, the dispatcher will modify the call type to reflect the correct type of call, enter relevant comments into the text of the incident, and follow up with any additional questions to obtain more information.
 5. If there are no sounds of distress heard on call back, document the incident and close the call.
 6. If the location shown is in the format of 33° 15' 20.718"/-117° 18' 50.349", this means there is no street close enough to that exact location (i.e. in a field or unincorporated area). The dispatcher will note the approximate cross streets nearest to the lat/long provided and an officer will be sent to check the area.
 7. See section VII of this SOP below for further instructions on how to correctly convert lat/long to a block range.
- iii. 1130W hang-up calls originating in Carlsbad or Camp Pendleton will be transferred to the appropriate agency. It is not, however, necessary to transfer 1130W hang-ups to CHP or SDSO.

B. Hang-up/Open line calls in which there is an indication of a possible distress will be handled in the following manner:

- i. 1131W1 Phase I:
 1. CAD should automatically populate the location of the cell tower into the call taking screen based on the latitude/longitude indicated in the ALI. Note: the lat/long in a Phase I is the location of the cell tower only.
 2. Format a CAD incident using the type code 1131W1.
 3. Attempt a call back if a valid number is available.
 4. Officers will be dispatched to check the area.
 5. The call taker will attempt to determine the subscriber's home address by contacting the WSP listed on the ALI.
 - a. The call taker will note the home address in the text of the incident for responding officers.
 - b. If the home address is outside OPD jurisdiction, the information will be given to the appropriate law enforcement agency for follow-up.
 - c. If the call taker determines there is an emergency or indication that the caller is in need of assistance, the dispatcher will modify the call type to reflect the correct type of call, enter relevant comments into the text of the incident, and follow up with

any additional questions to obtain more information.

ii. 1131W2 Phase II:

1. The call taker will create a CAD incident using the lat/long or block range as indicated in the ALI screen as the location.
2. The call taker will attempt to determine the subscribers home address by contacting the WSP listed on the ALI.
3. The call taker will note the home address in the text of the incident for responding officers.
4. If the home address is outside OPD jurisdiction, the information will be given to the appropriate law enforcement agency for follow-up.

VI. PROCEDURES: ANI/ALI NOT YET RECEIVED

A. If the ALI Display reads “ANI/ALI not yet received” and/or no CAD screen is launched, the dispatcher will use the “ANI Callback” button located on the VESTA screen. This should launch a call taking screen with the location of the caller or cell tower as well as dial the number from which the initial call was received. (Refer to section IV for procedures for 1130w1 and 1130w2).

- i. The ANI call back will launch a screen however will dial the cell tower itself, which rings 10-6. Disconnect and dial the cell phone number which should now be populated in the call taking screen.
- ii. This applies to wireless, residential, and business calls.

B. If the ALI display reads “No record found” no location will be given however the phone number should be provided.

- i. Attempt a call back to the number given.
- ii. Use the ANI Callback button to attempt to obtain location.
- iii. Use the Criss-Cross directory to look up the address associated with the number.
- iv. Attempt to locate address through manual ALI.

VII. PROCEDURE: ACCIDENTAL DIAL AND CHRONIC

A. No documentation is necessary for accidental dials from cellular phones where the caller remains on the line.

B. Chronic calls from cellular numbers where units have recently responded to check the area and we unable to locate the caller should be given to a field supervisor to determine if additional responses are necessary.

VIII. PROCEDURES: LAT/LONG CONVERSION

- A.** If CAD does not automatically populate the location with a valid block range and instead displays the “raw” lat/long such as 33° 15' 20.718"/-117° 18' 50.349", the dispatcher may manually enter the lat/long into the Location field to attempt to translate the lat/long into a valid block range.
- i. For example: 33° 15' 20.718"/-117° 18' 50.349" that populates in CAD is the same geographical location as 33.2557550/-117.313986, which would be indicated on the ANI/ALI for the same location. (Notice the actual numbers appear different but in fact represent the same location).
 - ii. The dispatcher may obtain the decimal version of the lat/long (33.2557550/-117.313986) from the bottom portion of the ALI screen or in the “ANI/ALI Raw Data” in the CAD call screen, and enter it into CAD using the formula (=D33.2557/D117.3139). It is not necessary to include the “_” symbol before the 117 and only the first 6 digits of each number are needed. However, using only 5 numbers will produce a different block range, so you must use the first 6 digits.
 1. The CAD system should then automatically convert the lat/long to a hundred block range.
 2. If these steps still give the 33° 15' 20.718"/-117° 18' 50.349" version, this means there is no street close enough to that exact location (i.e. in a field or unincorporated area). The dispatcher will note the approximate cross streets nearest to the lat/long provided and an officer will be sent to check the area.
 3. If the converted location is now displayed outside of the city limits, generally this means the formula was entered incorrectly and a second attempt will be made. If the location still shows outside of the City, the call will be referred to the appropriate agency. An officer will also be sent to check the general area the call was originally placed on the map.
 - a. An error such as this may also be a problem with the lat/long itself and should be forwarded to the Communications Manager for follow up with the phone company.

ABANDONED WIRELESS 911 CALL MATRIX	
Circumstance	Initial Effort
<p>PHASE I</p> <p>No indications of distress are heard or perceived by the call taker.</p>	<ol style="list-style-type: none"> 1. Format CAD incident as 1130W1 2. Immediately make one attempt to re-contact the caller at the listed phone number. 3. No dispatch necessary if no contact is made.
<p>PHASE I</p> <p>Positive indication of distress.</p>	<ol style="list-style-type: none"> 1. Format CAD incident as 1131W1. 2. Immediately make one attempt to re-contact the caller at the listed phone number. 3. Initially dispatch officers to vicinity of cellular site. 4. Contact WSP to determine the home address of the subscriber. 5. Change dispatch location to home address of subscriber if within OPD jurisdiction. 6. If location home address of subscriber is outside OPD jurisdiction, notify the appropriate agency and cancel OPD response.
<p>PHASE II</p> <p>No indications of distress are heard or perceived by the call taker.</p>	<ol style="list-style-type: none"> 1. Create a CAD incident as an 1130W2 using lat/long or block range as location for responding officer. 2. Immediately make one attempt to re-contact the caller at the listed phone number. 3. If no distress is heard, document and close the call.
<p>PHASE II</p> <p>Positive indication of distress.</p>	<ol style="list-style-type: none"> 1. Create a CAD incident as an 1131W2 using lat/long as location for responding officers. 2. Immediately make one attempt to re-contact the caller at the listed phone number. 3. Contact WSP to determine the home address of the subscriber. 4. Note home address in narrative for responding units.

FIRE & MEDICAL CALL TAKING

I. PURPOSE

To provide guidelines for consistent, accurate call taking on fire and medical incidents that ensures a rapid response.

II. CALL TAKING PROCEDURE

- A. Fire and medical calls will only be screened for location and basic nature of incident to determine jurisdiction and the appropriate response (i.e., fire only or dual response fire and police) prior to entering a call for service.

- B. All fire and medical calls will have a CAD incident formatted with location and basic nature of problem (i.e., medical aid, back to bed, etc., listed in the text of the incident).
- C. Immediately upon establishing that the caller is requesting *only* a fire or medical response, the dispatcher will transfer the caller to OFD via the Vesta 911 transfer list.
 - i. The dispatcher will introduce the call to the OFD dispatcher by stating, “Oceanside Police with a transfer.”
 - ii. The dispatcher will remain on the line to ensure the call will be accepted by OFD and to make certain police assistance is not required prior to hanging up.
 - iii. The dispatcher will format a CAD incident with the incident type: OFD and clear the incident with an appropriate disposition.
- D. Immediately upon establishing that the caller requires a dual response, both police and fire, the dispatcher will get basic suspect information and determine if a threat currently exists at the scene.
 - i. If the suspect is or may still pose a threat at the scene, the dispatcher will format a CAD incident with the appropriate incident type without delay and ensure that OFD is notified and requested to stage.
 - ii. If nobody is available to notify OFD, the dispatcher must either notify them directly or transfer the caller to OFD via the Vesta 911 transfer list.
 - 1. If transferring, the dispatcher will introduce the call to the OFD Dispatcher by stating, “Oceanside Police, we are responding to a report of a [nature of problem] at [location], please stage; PD is enroute.”
 - a. OFD should then drop off the line allowing the OPD dispatcher to further question the caller.
 - i. The dispatcher may request OFD to provide pre-arrival (EMD) instructions as appropriate.
 - 2. The dispatcher will then continue to control the conversation and ascertain pertinent information as required in SOP 3A.
 - 3. OFD will be advised as soon as officers at the scene indicate it is safe for OFD to enter.
 - iii. If the suspect is no longer on scene and no longer poses a threat to responding OFD personnel, the dispatcher will format a CAD incident with the appropriate incident type without delay and the caller transferred to OFD via the Vesta 911 transfer list.

1. The dispatcher will introduce the call to the OFD dispatcher by stating, "Oceanside Police with a transfer, OPD is also responding. I'm going to stay on the line and I may have additional questions when you are finished."
 2. The OFD dispatcher will then ask necessary questions before releasing the caller back to the OPD dispatcher.
- E. Medical Alarms that are known to be medical in nature, like those coming from Lifeline, should be handled as any other medical aid. Follow Section D of this SOP if the alarm company is not certain whether the alarm is medical or intrusion, like those that may come from companies such as Life Alert.
- F. *After* the call has been entered into the dispatch queue, the call taker will add any additional pertinent information to the call such as the RP's name and telephone number, critical need information such as staging for police, gate codes, etc.
- i. Additional information will be added only after the initial call has been entered into the dispatch queue.
 - ii. The dispatcher will re-contact the RP for additional information if requested by responding units.
- G. Dispatchers will not attempt to provide pre-arrival instruction or emergency medical dispatch protocol under any circumstances.

III. OCEAN/WATER/BOAT RESCUE

- A. Ocean Rescue (ORESCUE) call type should be used for any incidents of people in distress or possible distress in the ocean, shoreline, or harbor. Determine the location to the best of the caller's ability, such as 100 yards out from Life Guard Tower 12, and ask for a description of the swimmer in distress, including race, age, and clothing if known.
- i. Ocean rescue calls shall be transferred to North-Comm immediately upon obtaining the information needed.
 - ii. Notify Lifeguards immediately on Lifeguard Tac.
 - iii. If the incident is **land based**, meaning that it is occurring in our shoreline or harbor, BOTH lifeguards and OPD Harbor units will be dispatched. OFD will assume operational control of the incident and establish an Incident Command (IC). Harbor units will then become a resource for them and OFD will designate a channel on which the incident will be worked, typically TAC 3E. A patch will not be needed since OPD units have this channel.

- iv. If the incident takes place in **open water**, then OPD takes operational control of the incident and OFD becomes a resource for the Harbor units. If an OPD Officer requests Lifeguards, based on the incident, the Officer may request Dispatch to patch LG-Tac with OPD Primary, to allow all other OPD Officers and Lifeguards to hear the traffic and respond if needed.
- v. If the Lifeguards are ill-equipped to respond, they will advise.
- vi. If an officer goes into the water during an ocean rescue they will be given emergency traffic.
- vii. If OPD officers or Lifeguards arrive first and it is determined that no additional resources are needed, they shall notify Dispatch and cancel all other responding units.

B. Water Rescue (WRESCUE) call type should be used for any incidents of people in distress or possible distress in any body of natural water that is not the ocean (i.e. lagoon, lake, riverbed etc.).

- i. Water rescue calls shall be transferred to North-Comm immediately upon obtaining the information needed.
- ii. An OPD unit will be dispatched using the WRESCUE call type if the call is received via North-Comm and they are not on scene. If North-Comm is already on scene, COVOFD call type will be used.
- iii. If Lifeguards or OPD/Harbor units go into the water, give them emergency traffic on Primary until they advise they are code-4.

C. Drowning (DROWN) call type should be used for any incidents of people in distress or possible distress in a pool, Jacuzzi, or bathtub.

- i. Drowning calls shall be transferred to North-Comm immediately upon obtaining the information needed.
- ii. An OPD unit will be dispatched using the DROWN call type if the call is received via North Comm and they are not on scene. If North Comm is already on scene, COVOFD call type will be used.
- iii. If any OPD officer goes into the water, give them emergency traffic on Primary until they advise they are code-4.

D. Boat Rescue (BOATRS) call type should be used whenever a vessel is or may be in distress.

- i. It is not necessary to notify OFD for a boat rescue incident.
- ii. Distress is when the vessel is taking on water or in fear of sinking, not when have engine trouble, which would be a vessel assist.
- iii. Harbor units will request Lifeguard services either on LG-Tac or OPD Primary depending on the circumstances and their ability to manipulate the radio.

- E. Lifeguards will request police services on OPD Primary.
- F. Lifeguards will be advising our Dispatch on Primary when they are 10-8, and again when last Guard is 10-7.
- G. In all instances, if a caller believes a person or vessel may be in distress, a call for service shall be entered using one of the incident types listed above. Do not enter a check the welfare care call in lieu of a rescue call.
- H. Pier Jumpers
 - i. If the pier jumper has not yet jumped or appears to have jumped for fun and is not in distress, then the call taker shall enter a call for service as PIERJ and no OFD response is necessary
 - ii. If the pier jumper appears to be in distress after having jumped, then an ocean rescue (ORESCUE) call shall be initiated.

IV. TRANSLATION

- A. Basic calls requiring a conferenced language translator will be handled in accordance with Section II-A of this SOP and the information given to OFD via the ring down line after the caller has disconnected.
- B. If the call is complex or may need EMD, after obtaining basic information, the dispatcher will have the translator disconnect, then transfer the caller to OFD via the Vesta 911 transfer list. OFD will then reconnect with the translator if necessary.

V. NON-EMERGENCY TRANSFERS

- A. Non-emergency requests for fire or medical assistance, such as those generated from a commercial alarm company, will be instructed to contact OFD dispatch.

VI. MULTIPLE CALLS

- A. It is not necessary to transfer multiple RP's on the same incident to OFD unless the dispatcher feels there is relevant additional information.
- B. It is not necessary to add RP information of multiple callers reporting the same incident to an original CAD incident unless the dispatcher feels there is relevant additional information.
 - i. The exceptions to this are accidents and other law enforcement matters, such as a shooting, where witnesses may be needed.

VII. COVER REQUESTS

- A. Cover requests from OFD should never be refused.
- B. Code 3 cover requests will be dispatched no matter what level of detail we are provided; field units may make the determination to reduce code later based on current information.
- C. Dispatchers should attempt to attain more information as to the reason for the cover request and update field units as soon as possible.

VIII. 11-44

- A. Reports of possible 11-44's will be handled as a CPR in progress. The only exceptions are as follows, in which case the call should be entered as an 11-44:
 - i. If the reporting party is a licensed health care provider and they are certain the subject is in fact deceased.
 - ii. If there are obvious signs of death, such as rigor mortis, insect activity, etc.
 - iii. An Officer and FET will be dispatched to all 1144's unless told otherwise by a Supervisor.

IX. COVOFD

- A. The following call types generally require a dual police and fire response:
 - i. 1183
 - ii. 1180
 - iii. CPR
 - iv. OD
 - v. 1145
 - vi. Structure Fire
 - vii. 1144 (see Section VIII)
- B. The following call types may require a dual response, depending on the circumstances, typically if near a structure or causing a hazard:
 - i. Vehicle fire
 - ii. Brush fire
 - iii. Dumpster fire
 - iv. Gas leak
- C. The following medical aid calls may also require a police response:
 - i. If the patient is HBD/11550
 - ii. Active 415 where a person is being bitten/attacked by dog or other animal.

- iii. Suspicious odors
- iv. Downed power lines
- v. Premise warning indicating uncooperative subjects or past violence

TRAFFIC INCIDENTS

XIII. PURPOSE

To provide guidelines for responding to traffic collisions and traffic related incidents or directing reporting parties to appropriate resources if a police or medical response is not warranted.

II. DEFINED

- A. A traffic collision is an unintentional traffic incident involving a vehicle, bicycle or skateboarder being in a collision with another vehicle, another road user, or a stationary object, and which results in injury or property damage.
 - i. Any bicyclist that collides with a parked or moving vehicle, second bicycle or stationary object is considered a collision per the California Vehicle Code (CVC).
 - ii. Per the CVC, any skateboarder or pedestrian that collides with a moving vehicle is considered and should be entered as a TC; but if the vehicle is parked, the call for assistance is to be considered medical and not traffic in nature, unless other circumstances warrant a police response.
 - iii. The act must be unintentional otherwise it is a crime (e.g., PC 594, PC 245, etc.).

III. PROCEDURE

- A. OFD will be requested for all reports of traffic collisions with possible and/or unknown injuries (1183), or known serious injury (1180).
 - i. The call taker will document into the call text that fire/medical (herein: OFD) was notified (/NC).
 - ii. OFD will only be notified to cancel if an additional call is received from an involved party that advises non-injury and requests cancellation.
 - iii. OFD will only be notified for 1181 or 20001 if the call taker has spoken with the injured or on scene party and medical assistance is requested.
 - iv. OFD should also be notified with significant updates such as officers are on scene and able to confirm either non-injury, refusal of medical assistance, or updated or urgent patient information.

B. Unknown Injury Collisions (1183) –Priority 1

- i. Unknown Injury or No Detail Collisions are to be utilized when the RP is uncertain of injuries to the parties involved, not based on the condition of the vehicles involved.
 1. These are reported by a passerby or an involved party unsure of the possible injuries of other involved parties.
 2. This will also include hit and run collisions where injuries are unknown.
- ii. Call takers will format an incident for any reported 1183 and include all pertinent and available details, such as directional information, known airbag deployment, and basic vehicle descriptions, in the narrative of the call.
 1. If involved parties have not inquired about the condition of the other parties involved, call takers will not specifically direct parties to inquire about injuries without first asking if it can be done safely.
 2. If an additional RP was a witness to the collision, the call taker will document their contact information in the narrative of the call.
- iii. The primary radio dispatcher will send a minimum of two units.
 1. If the 1183 involves a pedestrian, or condition of the vehicles as described appear more serious in nature, it will be up to the responding unit, dispatch or field supervisor to approve a Code 3 response.
- iv. OFD will be called to respond to 1183's reported by citizens.
 1. If an officer self-initiates an 1183, OFD will not be automatically dispatched, rather the officer will be asked to advise 1141/1142.
 2. OFD should be provided all information available, such as how many vehicles, whether airbags are deployed, etc.
- v. Once the responding units advise the outcome of injuries, the call-type will then be changed to reflect the true nature, i.e., 1183 to 1181.

C. Serious Injury Collisions (1180) -Priority 1

- i. Serious injury is defined as that which is likely to produce a life threatening injury.
- ii. Call takers will format an 1180 only if there are any indications of serious injuries as described by an RP who is on scene or by the injured party themselves, regardless of obvious property damage. If serious injuries cannot be confirmed by someone on scene or an injured party, the call will be listed as an 1183.

- iii. Call takers will format an incident for any reported 1180 and include all pertinent and available details, such as directional information and vehicle descriptions, in the narrative of the call.
- iv. If an additional RP was a witness to the collision, the call taker will document their contact information in the narrative of the call.
- v. OFD will be called to respond to 1180's, including those that are officer initiated.
- vi. The primary radio dispatcher will send a minimum of two units, with the closest responding unit directed to respond Code 3.
- vii. Once the responding units advise the outcome of injuries the call-type will then be changed to reflect the true nature, i.e., 1180 to 1182.

D. Minor Injury Collisions (1181) –Priority 2

- i. Minor injury is defined as that which is likely to require minimal medical attention with or without transport to a hospital.
- ii. 1181 calls will only be entered as such if the call taker speaks with the injured party and the injuries described generally appear minimal and not life threatening in nature.
 - 1. If the injured party is a juvenile, speaking with an adult on scene will be acceptable.
- iii. Call takers will format an incident for any reported 1181 and will include all pertinent and available details, such as directional information or vehicle descriptions, in the narrative of the call.
- iv. OFD will not automatically be dispatched to 1181's. Rather, dispatchers will inquire specifically from the person who sustained the injury and note 1141 or 1142.
- v. The primary radio dispatcher will send a minimum of 2 units.
- vi. Once the responding units advise the outcome of injuries the call type will then be changed to reflect the true nature i.e., 1181 to 1182.

E. 1181R Minor Injury Collision Report –Priority 4

- i. The call taker will include all available and pertinent details.
- ii. One unit will be dispatched.

F. Non-Injury Collisions (1182) -Priority 5

- i. The RP must be an involved party and has already confirmed with any additional involved parties that there are no injuries.
- ii. Officers will not be dispatched to non-injury collisions unless any one of the following circumstances exist:

1. The collision is involving any government vehicle (including City, State and local municipalities, as well as transit vehicles).
2. The collision involves a school bus.
 - a. If students were on the bus at the time of the collision, CHP will be notified by the call taker.
- iii. Call takers will format an incident for any reported 1182 and will include all pertinent and available details, such as directional information or vehicle descriptions, in the narrative of the call.

G. 1182D –Non Injury Collision with Disturbance -Priority 3

- i. The word ‘disturbance’ should be viewed as unable to exchange information in accordance with the law. There does not have to be an active argument between parties.
 1. Examples would be a driver who is unlicensed, uninsured or possibly under the influence of drugs or alcohol.
- ii. In circumstances in which parties are refusing to exchange info until an officer arrives on scene to “determine fault”, involved parties will be advised that officers do not take reports on non-injury collisions and that insurance companies determine fault.
- iii. A minimum of 2 units will be dispatched.

H. 1182H – Non Injury Collision with Traffic Hazard – Priority 3

- i. Information must be received from an involved party only.
- ii. The collision should involve vehicles that are blocking traffic and are unable to be moved.
 1. If the RP states the vehicles can be *safely* moved and there are no injuries, the dispatcher should direct the parties to move the vehicles into a safe area and exchange information; the call type will then be changed to 1182R.
- iii. The call taker will include all available and pertinent details such as vehicle descriptions and directional information.
- iv. The dispatcher will send a minimum of 2 units.

I. 1182R -Non Injury Collision -Below Minimum Reporting - Priority 4

- i. Call takers receiving information of an 1182R from an involved party shall document the incident by formatting an 1182R call in CAD, but officers will not be dispatched.
 1. If the incident was already recorded by another dispatcher, it is not necessary to duplicate the record with each new RP.
 2. The call taker will include the location of occurrence, the RP’s name and home phone number.
 3. The call taker will advise the RP that while it is not the policy of the Department to respond to non-injury collisions, that

you have documented and made a record of the fact that the call has been made.

4. The dispatcher may provide the caller with the CAD incident number for their records, but the RP will not be told a report has been made.
5. The caller will be advised that involved parties should exchange information and contact their insurance agent for additional direction or information.
6. The call taker will then cancel the CAD incident with the disposition: Below Minimum Reporting (BMR).

J. 20001 - Hit and Run with Injury –Priority 1

- i. If known injuries are reported, regardless of severity, the call will be formatted as 20001.
 1. Call takers will format an incident for any reported 20001 and will include all pertinent and available details such as suspect and vehicle descriptions, damage and direction of travel.
 2. The dispatcher will send a minimum of 2 units.
 3. Based on the circumstances of the 20001, e.g., involves a pedestrian or condition of the vehicles as described appears more serious in nature, it will be up to the responding unit, dispatch or field supervisor to approve a Code 3 response.
 4. OFD will not automatically be dispatched to 20001's. Rather, dispatchers will inquire specifically from the person who sustained the injury or involved party and note 1141 or 1142.

K. 20001R - Hit and Run with Injury Report –Priority 4

- i. Include all available and pertinent details, including victim, suspect and vehicle descriptions, location of the damage and direction of travel.

L. 20002 - Hit and Run Non-Injury –Priority 3

- i. Include all available and pertinent details, including victim, suspect and vehicle descriptions, location of the damage and direction of travel.

M. 20002R - Hit and Run Non-Injury Report –Priority 4

- i. Include all available and pertinent details.
 1. When applicable call takers will also offer the Online Reporting System service (ORS).
 - a. The ORS may be used if the RP has somewhat generic suspect information such as “paint transfer” or “sedan”. Note: If referred to the

ORS the call taker is still required to enter a CAD call with the call type 20002R and then cancelled using the disposition ORS.

- b. The ORS cannot be used if the RP has somewhat specific suspect information, such as 'silver Toyota Corolla' or a partial plate.
2. If the call taker is unsure if the suspect information provided is more specific or generic, then an officer will be dispatched.

N. 23103 - Reckless Vehicles –Priority 3

- i. Call takers should attempt to obtain, to the extent possible, a specific description of the reckless action, such as going across all lanes, unable to maintain lane, erratic speeds, etc.
- ii. The call taker will not direct the RP to follow the vehicle in question.
 1. The call taker, if feasible, will request to remain on the line for location updates if the RP is currently headed the same direction as the suspect and feels safe doing so, or insists on following.
 - a. Call takers will format all reports of a possible DUI as a 23103 unless there is prior knowledge of DUI, such as the driver observed drinking or staggering prior to entering the car, etc.
 2. If the call taker feels the nature of the reckless driving is such that it poses an immediate risk to the public, the priority may be raised from priority 3 so long as the text reflects the reason for the upgrade.
 3. All 23103 calls will be BOL'd and field units will be dispatched if available to check the area.
 - a. A 23103 call may be cancelled using the dispo BOL after approximately 8-10 minutes pending with no units in a position to intercept.
 - b. BOL's for 23103 received from surrounding agencies will be entered as BOL with 23103 in the text.
 - c. If the vehicle in question is headed out of OPD's jurisdiction and no units are in position to intercept a BOL will be given to the surrounding agency.

O. 23152 Driving Under the Influence of Alcohol or Drugs –Priority 2

- i. Call takers will format a 23152 only if there is prior knowledge of alcohol or drug consumption as evidenced by the vehicle driver.

1. A minimum of 2 units will be dispatched.
2. All reports of 23152 will have an officer sent to check the area.
 - a. Calls may be cancelled after being BOL'd only after approximately 25-30 minutes with no units available or prior with sergeant approval.
- ii. The call taker will not direct the RP to follow the vehicle in question.
 1. The call taker will, if feasible, request to remain on the line for location updates if the RP is currently headed the same direction as the suspect and feels safe doing so, or insists on following.
 2. After the officer has stopped the suspect vehicle, the call taker may request that the RP pull over at a safe distance and in a safe location to wait for contact.
- iii. BOL's for 23152 received from surrounding agencies must meet our criteria for such (prior knowledge). Otherwise they will be entered as BOL with "possible 23152" in the text.
- iv. If the driver is stopped and detained by PMO at any of the gates to Camp Pendleton, the priority will be lowered to a 3 since there no immediate threat to public safety.
 1. One officer will be dispatched to investigate.
- v. If the 23152 driver is involved in a traffic collision the call will be entered as the collision type (1183, 1182 etc.), with 23152 in the narrative.
- vi. When an officer or field supervisor requests that an incident be marked for cost recovery, the dispatcher will complete both of the following:
 1. Note "Cost Recovery" in the narrative of the call.
 2. Assign the disposition of "Cost Recovery", using the power line disposition "REC" to the incident by using the power line command GD (give dispo). For example "GD [the 3-digit incident number] REC" (GD 123 REC).
 3. Once an incident has been assigned a disposition using this command, it is important not to clear any remaining units from the call with a different disposition as the CAD will assign the last disposition given to the call.

P. 23110 Objects at Vehicles –Priority 2

- i. 23110 is defined as any object or substance thrown at a vehicle or any occupant of a highway.
 1. Reports of 23110 can be taken from passersby or involved parties regardless of damage to the vehicle.

- ii. Reports of a 23110 received from surrounding agencies will be entered as such and a unit will be dispatched.

Q. 23110R Objects at Vehicle Report –Priority 4

- i. If there is damage to the victim’s vehicle and/or the victim has possible suspect information an officer will be dispatched.
- ii. If there is no suspect information and no damage to the vehicle, the information will be documented in CAD and no unit dispatched.

R. Domestic Animals

- i. For the purpose of this SOP, only dogs and livestock are considered domestic property.
- ii. Domestic animals hit by vehicles:
 - 1. Document the incident in CAD following this SOP based on injuries sustained by human parties only (1182-1180).
 - 2. Document as 1182R if the collision caused property damage.
 - 3. If the RP is reporting a possible hit and run involving a domestic animal left in the roadway, and there is no suspect information and it is unknown who the owner of the animal is, a call will be entered as 1126 and a unit will be dispatched.
 - 4. If the RP is reporting a hit and run involving a dog and there is suspect information or the owner is known, the call will be entered as 20002R.
- iii. Contacting the Humane Society.
 - 1. If an animal is injured, Humane will be advised regardless of time of day.

S. Out of Jurisdiction Collisions and/or Incidents

- i. CHP, PMO or the appropriate agency (agencies) will be promptly advised of all reports of traffic collisions or traffic related incidents, even if no OPD units are needed.
 - 1. These calls will be formatted using the newly created call types for the primary responding agency that the call will be subsequently referred to i.e. CHP, CPD, SDSO, PMO, etc., with the call nature documented in the text of the call.
- ii. The call taker will notify OFD for all 1183’s and 1180’s and document it in the incident
- iii. It is not necessary to enter duplicate calls unless RP’s are involved or have updated information.
- iv. Callers should be advised the appropriate agency is en route.

T. Traffic Units

- i. Traffic units may be dispatched to collisions or traffic related incidents if they are available.
 1. Traffic collisions or related incidents will be BOL'd to traffic units, who will be dispatched if available to respond.
 2. Patrol units will normally be responsible for paperwork on an 11-81 or 20002.
- ii. When requested by a field supervisor, a TSU callout, also known as a "tom" callout, the dispatcher receiving the request will ensure that the appropriate traffic unit sergeant is notified.
 1. The dispatcher making the notification should be prepared to provide the sergeant with name and contact number of the on scene supervisor.
 2. If the traffic sergeant determines that an investigator should respond, the sergeant will normally make such notification himself.

MISSING PERSONS

I. PURPOSE

To provide guidelines for responding to reports of missing persons that are consistent with State law and Department policy.

II. BACKGROUND

The California Penal Code (cf. §14200-14213) requires that "all local police and sheriff's departments shall accept any report, including any telephonic report, of a missing person."

III. TERMS

A. At Risk:

- i. A person is considered to be at risk anytime the missing person meets any of the following criteria: is age 11 and under; or the victim of a violent crime or foul play; or is in need of medical attention; or has no pattern of running away or disappearing; or is mentally impaired; or may be the victim of parental abduction.

B. Juvenile:

- i. A child aged 11 and under.

IV. PROCEDURE

- A. Call takers receiving a report of a missing, overdue, lost or runaway person shall enter a call for service no matter where the RP is calling from or from what jurisdiction the person is missing.
 - i. Missing juveniles age 11 and under will be entered into CAD with the call type of MISS/J (priority 1).
 - ii. Missing persons aged 12 or older should be entered into CAD with the call type of MISS/P (priority 3)
 - 1. If the subject is at risk, that status will be noted in the narrative of the call and the priority level will be raised to priority 2.
 - iii. Persons age 12-17 years who are believed to be a runaway or who have a history of running away should be entered as a RUNJUV.
 - 1. However, the person will be entered as a MISS/P (priority 2 upgrade) if there are any at risk factors, no matter what past runaway history the individual may have.
- B. Radio dispatchers receiving a report of a missing person will BOL the call without delay and have the call dispatched to officers or a CSO (where appropriate) within the guideline for the priority of the call.
- C. Reports received of a missing person who has been located, after the missing persons report has already been taken and the subject entered into CLETS, will have an incident formatted with the type code FU.
- D. Reports of missing person from outside our jurisdiction may be handled by having an officer or CSO contact the RP via telephone.
- E. In the event the reporting party calls back to report the missing person has returned prior to an officer arriving or a phone report being done, this information should be noted in the call, but officers will still need to take a report. In order to satisfy DOJ requirements, a legitimately missing person who has returned must be entered into CLETS and then removed for statistical purposes.
 - i. If the caller is confident the subject was not actually missing and it was a misunderstanding, then a report and CLETS entry is not necessary.

PPI/REPO

I. PURPOSE

To provide guidelines for the handling of reported private property impounds and vehicle repossessions.

II. PROCEDURE

- A. Dispatch will receive all reports of Private Property Impounds and repossessions (herein, PPI or REPO.) During business hours, the call should be referred to the front desk.
- B. When the front desk is closed, call takers receiving a PPI or REPO will create a CAD incident that includes the name and phone number of the reporting agency, where vehicle was taken from, the year, make, model, color, number of doors, license plate and last 4 numbers of the VIN. The call taker will run the plate, confirm the VIN and attach the complete return. If there are no license plates, the call taker will note the entire VIN number.
- C. When Records is open, the call taker will:
 - i. Attach the 28/29 information into the text of the CAD incident and notify Records for the CLETS entry.
 - 1. The call taker should indicate in the text of the call which records technician was notified.
 - ii. Close the CAD incident with the disposition of Referred.
- D. When Records is closed, the call taker will:
 - i. Enter the vehicle record into CLETS as either a PPI or REPO and use PPI or REPO along with their ID number as the case number; e.g., PPI3050.
 - ii. The person making the CLETS entry is responsible for double checking the entry to ensure it is accurate.
 - iii. The call taker will then attach a copy of the completed CLETS entry into the text of the CAD incident, but it is not necessary to save or forward any documentation to records.
- E. When the call taker finds that the vehicle is already entered into CLETS as PPI or REPO they will:
 - i. If it is an Oceanside case, cancel the old record by going to Cancel Vehicle Record under Stolen Vehicle Entry. Required fields are FCN, Originating Agency Case Number and Date of Cancellation.
 - ii. If the prior record was entered by another Agency, the call taker will call that agency and ask them to remove the record.
 - iii. The new repo or PPI will then be entered by the call taker.

NOISE DISTURBANCES

I. PURPOSE

To provide guidelines for providing service to Oceanside residents who are reporting a noise disturbance.

II. PROCEDURE

A. Loud Music

- i. Call takers will ask the RP if they are willing to sign a complaint.
- ii. If the caller is willing to sign a complaint, the call will be entered as a 415M and the fact that the RP is willing to sign noted in the text of the call.
- iii. If the caller is not willing to sign a complaint, the first call will be entered as a 415M and the refusal noted in the text of the call. Subsequent calls, however, will not be dispatched unless the RP is willing to sign a complaint.

B. Parties

- i. In addition to following the same procedure listed in Section II-A, the call taker will ask the caller for an estimate of how many people are at the party and include the information in the text of the call.
 1. The call type PARTY should be used.
 2. The police primary radio dispatcher should consider assigning additional units to respond if the party is large.

C. Construction

- i. Commercial construction equipment is generally permitted to be used between the hours of 0700 and 2200, seven days a week, although an officer may be dispatched to determine the reasonableness of the noise.
- ii. Residential maintenance, yard work or home repair is generally permitted between the hours of 0700 and 2000 Monday through Saturday, and 1000 to 2000 on Sundays. Again, officers may be dispatched to determine the reasonableness of noise upon receipt of a complaint.

D. Barking Dog

- i. Refer to the Animal SOP.

E. General

- i. The Oceanside City Code states it is unlawful for any person to make, continue, or cause to be made or continued...any disturbing, excessive, or offensive noise which causes discomfort or annoyance to a reasonable person of normal sensitivity (cf. OCC §38.16).
 - 1. While time of day is a determining factor in deciding whether or not to dispatch officers, a citizen's peace can be disturbed at any time of day or night.
 - 2. The call taker should attempt to discourage an RP from wanting a police response for unreasonable complaints, such as yelling from children in a park in the afternoon. If, however, the RP insists on officer contact, then a call will be formatted and an officer dispatched.
 - 3. OCC noise complaints should be handled in the same manner as Section II-A.
 - 4. If an officer provides a corrected location for the source of the noise complaint, the dispatcher will update the location of the address to ensure accuracy of CAD records.
 - a. For this reason, the RP's address should always be fully entered into the appropriate field—S/A should not be used as that information would be lost upon the location being updated.
 - 5. As stated in the P&P a second response is defined as any police response to handle a disturbance within eight hours of the prior response.

F. Anonymous

- i. Generally, officers will not be dispatched to anonymous calls involving loud music, groups, and/or parties, but they will be dispatched if there is a report of minors consuming alcohol. If a disturbance is not dispatched, the call will be broadcast as an information only BOL.

Animal Issues

I. PURPOSE

To provide guidelines for responding to stray, injured or violent animal calls. Notification of the Humane Society officer should be done by telephone during business hours.

II. PROCEDURE: INJURED

A. Domestic Animals

- i. A dispatcher receiving a report of an injured domestic animal (i.e., dog or cat) will call the Humane Society for a response.

B. Wild Animals

- i. Callers should be referred to Project Wildlife for reports of injured wild animals (i.e., deer, etc.).
- ii. If the animal is acting aggressively towards passersby or is creating a hazard, the dispatcher will also notify the Humane Society and dispatch a police unit to evaluate the incident (call type 415).
- iii. Reports of a mountain lion or injured/aggressive coyote within the City limits will be given to the California Department of Fish & Game by dispatch and a police officer will be dispatched.

C. Sea Animals

- i. Reports of injured sea mammals will be given to Harbor Police units or lifeguards to investigate. Additionally, there is an 800 number in the card file that the public can call SeaWorld directly or a 619 number that Dispatch can call.
 - 1. If a baby seal is close enough to the shoreline, is healthy and active enough, Lifeguards may be able to get them back in the water.
- ii. Reports of dead beached sea mammals will be given to Harbor Maintenance 0700-1530
- iii. Injured pelicans will be picked up by Project Wildlife only if they are contained. Sea World may or may not respond.
 - 1. There are cages in the harbor office garage if needed.
- iv. Reports of shark sightings in the ocean will be given to Harbor Police and lifeguards to investigate. Lifeguards will determine appropriate action according to their Shark Incident SOP. Additionally, an FYI will be created in CAD in case further action is needed.

III. PROCEDURE: STRAY

A. Aggressive

- i. Dispatchers will notify the Humane Society and format at 415 call for OPD units on all reports of stray animals that are acting aggressively towards people.

B. Non-aggressive

- i. The Humane Society should be notified during all hours of stray non-aggressive dogs.

1. The Humane Society will respond on a case by case basis after-hours of stray dogs; however will respond if the dog is sick, injured, in immediate danger, or creating an immediate hazard, such as running in traffic.
2. The Humane Society will not respond to stray cats.
 - ii. If the caller has secured the stray dog and it is during Humane Society's normal operating hours, the caller may be directed to leave a message on Humane Society's voicemail.
 - iii. If the caller has secured the stray dog and it is after hours, the caller may secure the dog until normal business hours. If the caller is insisting on an immediate response, the Humane Society officer may be contacted to determine whether an immediate response is needed.
 1. The Carlsbad Humane office has a 24-hour drop off kennel available.

IV. PROCEDURE: DISTURBANCE 415D

- A. Between the hours of 0700-2200 Dispatch will inform the reporting party to contact San Diego Humane at **619-299-7012** to file a complaint. They will also document the call in CAD and close it referred to Humane. HMS
- B. Between the hours of 2200-0700, Officers will be dispatched to investigate barking dog calls even if the caller thinks the pet's owner is not home (call type 415D) so an informational pamphlet can be left at the residence.

V. PROCEDURE: OTHER

- A. Animals Abandoned in Vehicle
 - i. The dispatcher will get a vehicle description and dispatch a police officer (call type 597) to assist callers who are reporting an animal left unattended in a vehicle if the weather conditions could cause or the RP sees signs that the animal is in distress.
 1. The dispatcher should also notify the Humane Society.
- B. Bees
 - i. Callers reporting a problem with bees on private property will be directed to call an exterminator, **or** a bee keeper.
 - ii. Callers reporting a problem with bees on City owned property will be referred to the Customer Care Center at extension 4500.

- iii. Officers and Public Works may be dispatched to swarms only if it is associated with an actual hive, not transitory swarms, that may cause a hazard to passersby.

C. Animal Abuse

- i. Dispatchers receiving reports of animal abuse will format a police incident as 597 (*cruelty to animals*) and also notify the Humane Society officer.

D. Dog Bites

- i. Dispatchers receiving a report of a dog bite in which the skin was broken should suggest that the caller consider seeking medical treatment as soon as possible.
 - a. The dispatcher should ask the caller if they require an OFD response.
 - 2. Although the hospital or urgent care center will report the incident to the Humane Society, who will follow-up, the RP should be directed to call the Humane Society directly as soon as possible to ensure a report is made.
 - a. A police report by OPD is not required.
- ii. Dispatchers receiving reports of a dog that is currently biting or acting aggressively towards people will format a 415 incident and dispatch OPD officers.
 - 1. The Humane Society officer will also be contacted to respond.
- iii. If the caller is reporting a dog bite that did not break the skin and the dog is not currently a threat, the dispatcher will direct the caller to contact the Humane Society during *normal business hours* for possible investigation.
- iv. Callers attempting to report dog fights or incidents in which one dog has bitten or attacked another dog (not in progress) will be referred to the Humane Society during *normal business hours*.

E. Dead Animals

- i. Dispatchers will refer the caller to contact Dead Animal Removal to report dead animals within a 48 hour window. If necessary the call can be referred to Customer Care at ext. 4500.
- ii. The dispatcher should contact the Humane Society and dispatch an officer if the dead animal is a hazard.
- iii. Dead animals on Highway 76 should be reported to CalTrans if it the animal is a traffic hazard. If it is not a hazard the caller should be referred to Dead Animal Removal for removal within 48 hrs.

F. Snakes

- i. OFD should be contacted for all snake reports.

Bombs/Explosives

I. PURPOSE

To provide guidelines for receiving and dispatching reported bomb threats, found explosives and suspicious packages.

II. PROCEDURE: CALL TAKING

- A. Dispatchers receiving a bomb threat directly from the suspect shall make every attempt to keep the caller on the phone and obtain details.
- B. Dispatchers receiving a bomb threat from a second hand source or victim will determine if it is a bomb threat or if there is an actual device, then ask the caller if they are evacuating the location, as well as a description of the device and the details of the threat received.
- C. Bomb threats or found bombs/explosives will be entered into CAD using the call type: 1089.
 - i. Because this is a priority one call, the call should be entered into the queue with minimal information, such as “found bomb” or “Threat of bomb,” then attempt to solicit additional details.
- D. If the call is of a suspicious looking package or letter, the call may be entered as SPL rather than a 1089.

ALARMS

I. PURPOSE

To provide guidelines for accurate and timely entries of alarm calls and provides alarm procedures for City and station alarms located in the communications center.

II. GENERAL PROCEDURE

- A. Call-takers should ascertain the following if applicable and/or available:
 - i. Alarm type, such as audible panic/duress at a business (1172CH) or silent commercial burglary (1172C).
 1. The coverage type (i.e. hold up, burglary or panic/duress) will define the alarm type, not the property type or volume.
 - ii. Address.

- iii. Business or resident name(s) should be entered in the text of the call.
- iv. Interior phone number should be entered in the text of the call.
- v. Coverage (general non-specific or front motion, etc.).
- vi. Time of activation.
- vii. If the alarm company has called the location yet.
- viii. Responsible information (including vehicle description) is only necessary if they have been contacted and/or en route.
- ix. RP's company name, ID number and phone number.

B. Cancellation of alarms:

- i. All alarm types, if received from alarm companies, may be cancelled prior to officers' arrival on scene only at the request of the alarm company.
- ii. Officers will respond twice within a 24 hour period to residential or commercial 459 alarms previously determined to be accidental, checked ok or false etc.
 - 1. If an alarm company calls requesting a second response for an alarm with the same coverage, the RP should be advised that units will be unable to check the interior and if a third response is requested a responsible will be needed.
 - 2. If an alarm company or citizen calls back requesting a third response or more, the call taker will advise the caller that units will not be dispatched unless a responsible party is available and en-route.

III. 1172 TYPES

A. 1172CH, Commercial hold up or panic/duress. –Priority 1

- i. Covers silent or audible alarms specifically from businesses where the coverage type is either hold up or panic/duress.
- ii. If the alarm company has made contact with an employee on scene and has confirmed a crime occurred the call type will be changed to reflect the updated information (e.g., 211, 488, etc.).
- iii. Dispatch will not place a call to the business until directed to do so by field units.

B. 1172C, Alarm (general commercial alarms) – Priority 2

- i. Covers all commercial alarms that are not specified as panic or hold up.
- ii. May be audible or silent.
- iii. If the alarm company has made contact with an employee on scene and has confirmed a crime occurred the call type will be changed to reflect the updated information (e.g., 211, 488, etc.).

- iv. Dispatch will not place a call to the business until directed to do so by field units.

C. 1172RH, Residential hold up or panic/duress. –Priority 1

- i. Covers silent or audible alarms specifically from residences where the coverage type is either hold up or panic.

D. 1172A, Alarm (general alarms). –Priority 2

- i. Covers all residential that are not specified as panic or hold up which may be audible or silent. Also covers audible vehicle alarms.
- ii. The 1172A call type will be used if the RP is unsure if the alarm is police or fire.
 - 1. If an alarm company is reporting dual alarms, police and fire, an appropriately typed police alarm call will be formatted and the RP will be instructed to contact OFD reference the fire alarm.
 - 2. If OFD requests police assistance with a fire alarm, the call will be input as a COVOFD.
 - a. The specific need for police assistance must be added into the CAD text as soon as available.
- iii. Life Alert or similar types of alarms in which it is not clear whether the need is medical or police shall be entered as 1172A.

E. Flare Alarm.

- 1. Dispatch will be notified by an alarm from the red Flare Alarm panel located on the South wall of dispatch.
- 2. It is not necessary to document these types of alarms.
- 3. Once received, dispatch must press the black “push to silence” button to quiet the alarm.
- 4. The supervisor will ensure the appropriate notifications are made.
 - a. During business hours, contact the COC at ext. 4500.
 - b. After business hours, contact the public works duty person.

F. COC/Evidence Alarm. 1172COC/1172E – Priority 1

- 1. The communications center will be notified by the alarm (which sounds similar to a keyboard stuck tone) system located at the stand alone computer between PD06 and PD07. Alarms at COC and the Warehouse/Evidence are monitored by Rancho Santa Fe Security. These such alarms are also to be entered as 1172COC/1172E – Priority 1.

2. When the alarm is activated, the supervisor or dispatcher receiving the alarm will ensure that a call is entered as an 1172COC/1172E – which is a priority 1 - at the COC/Evidence for officers to respond. Due to the type of property stored in the building, the alarm must be dispatched immediately. If determined that there was forced entry, suspicious circumstances or if camera movement is observed by dispatch, notify the property/evidence supervisor.

G. Automatic Recorded Message Alarms.

- i. Generally speaking, recorded message alarms coming directly to the dispatch center are illegal per the Oceanside City Code; they should first go to an alarm company. However, if a call taker receives a recorded alarm call a unit should be dispatched to check the welfare or referred to OFD based on what the recording states. The responding unit should be directed to advise the home owner to deactivate the message.

H. Medical Alarms

- i. Alarms that are known to be medical in nature, like those coming from Lifeline, should be handled as any other medical aid. Follow Section C-iv of this SOP if the alarm company is not certain whether the alarm is medical or intrusion, like those that may come from companies such as Life Alert.

I. OPD Fire Alarm

- i. OFD will be dispatched to respond to any fire alarms activated within the police facility.
 1. A gray box on the wall in the watch commander office will indicate where the alarm is located.
- ii. While other staff members will evacuate, dispatch should remain in place unless an obvious threat, such as smoke, exists.
 1. If dispatch must evacuate, Carlsbad Police must be notified to take our 9-1-1 calls and monitor primary (see Evacuation SOP 2C).
- iii. Once cleared by OFD, the alarm may be silenced and reset in the watch commander office.

SAFETY CHECKS

I. PURPOSE

To provide guidelines for responding to reports of children who have been locked in a parked vehicle.

II. BACKGROUND

The interior temperature of a locked vehicle increases approximately 75% within fifteen minutes of a vehicle being parked. As a result, the interior temperature can average 30 to 40 degrees warmer inside a locked vehicle than the exterior air temperature. Because of this interior heating effect, children locked in cars are at high risk of injury or death even if the exterior temperature is relatively mild.

III. PROCEDURE

- A. Dispatchers receiving a report of a child locked in a parked vehicle will format an incident using call type: SAFETYCK.
 - i. Included in the text of the call should be the vehicle description and exact location of the vehicle within the parking lot.

- B. *After* an incident has been entered to have officers dispatched, the call taker will ask the caller if they want OPD to call a tow truck for them and ascertain if they have a preference or if they want to call one personally since officers do not carry “slim jims”. Callers may be advised that an officer’s only recourse may be to break the window of the vehicle if a locksmith or tow company is not on scene when they arrive.
 - i. An officer will be dispatched even if the RP would like to cancel after hearing that the officer may have to force entry into their vehicle. The officer will make the determination of if the child’s safety is endangered.
 - ii. *After* the call has been entered - if the caller agrees to have OPD call a tow truck the call-taker will click on Request Tow on the right side of the ECT screen and select the rotation tow company and have them respond. The primary dispatcher will advise the officer that the tow company is responding.
 - iii. The call may be cancelled if the RP indicates the child has been safely removed from the vehicle.
 - iv. If the RP is a passerby who is merely reporting a child in a vehicle alone, the call taker will enter the call as a 273A – child endangerment.

POLICE PRIMARY RADIO PROCEDURES

I. PURPOSE

To establish the procedure by which dispatchers will work the primary radio position(s) to ensure officer safety and the timely dispatch of calls for service.

II. TERMS

A. In Progress

- i. A call that is currently in progress with the suspect still on scene.

B. Just Occurred

- i. A call is considered Just Occurred if it occurred within ten (10) minutes, or the dispatcher believes there is a strong likelihood the suspect is still in the area or may return.

C. Cold Call

- i. A call is considered to be cold if the crime has occurred more than ten (10) minutes ago, unless the dispatcher determines there is a strong likelihood of the suspect either remaining in the area or returning to the scene.

III. GENERAL PROCEDURE

A. Priority One Calls

- i. The police primary radio dispatcher shall dispatch units on any priority one call within one (1) minute of the call entering the queue.
 1. The order of dispatch for priority one calls is:
 - a. Closest unit
 - b. Beat unit
 - c. Sector unit
 - d. Adjoining sector unit
 - e. Any OPD unit
 - f. Any Harbor Police unit
 2. If no units are clear to handle the incident, the dispatcher will announce the call type, location and pertinent facts for any unit who can clear and respond.
 3. If no unit voluntarily clears to handle the call, the dispatcher will clear two units that are on a lower priority call (using the order of dispatch located above) and assign them to the priority one call.

- ii. A minimum of two units will always be dispatched to priority one calls in progress or just occurred.
 - 1. The primary officer dispatched may waive having a cover unit, but the radio dispatcher will not ask the primary unit if he/she wants a cover unit assigned.
 - 2. The fact that cover was waived will be noted in the CAD incident.

B. Priority Two Calls

- i. The police primary radio dispatcher will make all reasonable efforts to dispatch a unit on priority two calls within two (2) minutes of the call entering the queue.
 - 1. The order of dispatch for priority two calls is:
 - a. Closest unit
 - b. Beat unit
 - c. Sector unit
 - d. Adjoining sector unit
 - 2. If no units are able to clear to handle the incident, the call type, location and pertinent facts will be broadcast as information, without delay, until a unit is available.
 - a. The dispatcher will note in the incident that the call was BOL'd.
 - 3. If no units are able to clear their current calls and respond to the priority two call within two minutes, a field supervisor will be advised of the call type, location and the fact that the call is being held for an available unit.
 - a. The dispatcher will note in the incident which supervisor was notified.
 - b. If the dispatcher is unable to locate a supervisor, who was attempted and the fact that there was no response will be documented in the incident.
- ii. Two units will always be dispatched to priority two calls in progress or just occurred.
 - 1. The primary officer dispatched may waive having a cover unit, but the radio dispatcher will not ask the primary unit if he/she wants a cover unit assigned.
 - 2. The fact that cover was waived will be noted in the CAD incident.

C. Lower Priority Calls

- i. Priority three and lower calls will be dispatched to the appropriate beat or sector unit as soon as practicable.

- ii. The shift supervisor will ensure a callback is made to the RP from each priority three or lower call if there is no dispatch within sixty (60) minutes.
 - 1. The dispatcher who made the callback will document when the callback or attempted callback was made in the call.
 - 2. Call backs after 2300 hrs. will be suspended. The call taker will relay this information to the RP and ascertain whether the RP still wants a call back after this time. Call takers will document in the call that the RP has been advised of no call back after 2300 hrs. and/or if the RP is still requesting a call back.

D. Pending Calls

- i. If there is a call that has been pending for over 1 hour, dispatch will notify the Watch Commander. The Watch Commander will advise the reason there are no units available. For example: high call volume, critical incident, higher priority call, etc.
- ii. Dispatch will document the specific reason the Watch Commander advises.
- iii. For each additional hour that the call pends, dispatch will notify the Watch Commander and document the reason given in the call.

E. Service Condition One

- i. Service Condition One may be initiated by a Watch Commander or Field Supervisor during a critical call.
- ii. Dispatch will broadcast over both radios indicating Service Condition One until further notice.
- iii. Dispatch will create an FYI call noting Service Condition One as a reminder for field units and dispatchers.
- iv. The primary dispatcher will not assign officers to any priority 4 or lower calls until Service Condition One is cancelled. Dispatchers will use discretion for all priority 3 calls based on the circumstances. If there is a question, consult with the dispatch supervisor.
- v. For priority 4 or lower cold calls, RP's will be advised that we are working a critical incident and that there will be an extended delay. If the RP is interested, they can also utilize our On-Line Reporting system or call back at a later time. Call backs should be made to pending calls to advise the RP's of the extended delay.
- vi. Call-takers will document in both pending and new calls 'Service Condition One'.

- vii. When the Watch Commander or Field Supervisor decides when normal field activity may resume, dispatch will broadcast, “Service Condition One is cancelled, resume normal field activity.”

F. Parroting Information

- i. The police primary dispatcher should only parrot (repeat back verbatim) information that would be relevant for other officers to hear. For example, a unit arriving on scene of a 211 alarm at a bank and advising he’s on the North side of the bank is important for other responding units and should be repeated. It would not, however, be necessary to parrot the disposition of unit who is clearing a traffic stop with a warning.
- ii. Dispatchers will always parrot locations being broadcast in a pursuit, suspect descriptions, and other safety related facts.

G. Canceling Calls

- i. Calls may be cancelled at the request of the original RP or at the direction of a supervisor.
 - 1. If the cancellation is generated internally, dispatch will call the RP back and notify of the reason for the cancellation.
 - 2. Some calls, such as 273.5 or DV related 415’s will not be canceled; rather, officers will be advised of the request to cancel and continue.

H. Changing Priorities

- i. Dispatchers may heighten the priority of a call at their discretion (e.g., change a priority 3 to a 2, or a 2 to a 1).
- ii. Dispatchers may lower the priority of a call with the prior approval of a shift supervisor.
- iii. When a unit modifies the call type (i.e., 11-80 to 11-81).

I. Documentation

- i. Radio dispatchers will document all relevant information into either the CAD incident or the unit history, whichever is most applicable. Such relevant items include, but are not limited to:
 - 1. Code-4 status
 - a. Done by updating the unit status to reflect C4 on the Unit Status Screen (status checks are covered by the Status Check SOP).
 - 2. Updated location information
 - a. Done by using the UL command, which will change the location under current location on the Unit Status Screen, but leaves the original location

in the Active Incident Screen and the destination location on the Unit Status Screen.

3. Crime Broadcasts.

J. Emergency Traffic

- i. When requested by an officer or when deemed appropriate by the radio dispatcher, the dispatcher shall:
 1. Give a single tone alert, and;
 2. Announce emergency traffic and indicate who is requesting the emergency traffic, the nature of the incident, and the location of the incident, when appropriate, for example:
 - a. "Emergency traffic for 2A on a 211 at 3855 Mission."
 - b. "Emergency traffic for 14S on a warrant service." [do not broadcast the address];
 3. When possible, simulcast the emergency traffic broadcast on both primary and inquiry;
 4. If Emergency Traffic is requested for a Warrant Service, the dispatcher will not broadcast the address.
- ii. The radio dispatcher will make an abbreviated re-announcement every five minutes.
 1. For Example: "Continuing emergency traffic on primary for units at [give location]."
- iii. Emergency traffic will automatically be initiated by the primary radio dispatcher in the following circumstances:
 1. Emergency traffic requested on Inquiry;
 - a. Primary will go emergency traffic and primary and inquiry will be patched and simulcast.
 2. Emergency button activations (cf. Emergency Button Activation SOP);
 3. Felony vehicle stops, i.e., occupied 10851 vehicles, vehicles involved in 187 or 245, etc.;
 4. Stops on persons or vehicles where there is knowledge of weapons;
 5. Vehicle and foot pursuits.
 6. Ocean rescue where an officer is in the water.
 7. Code 3 cover
- iv. The radio dispatcher will clear emergency traffic when appropriate by giving a single tone alert and announcing that emergency traffic is canceled.
 1. Typically emergency traffic will not be cleared until requested to do so by a unit on scene.

K. Automatic Code 3 Responses (Ensure a field supervisor is monitoring)

- i. 11-99
- ii. 11-80
- iii. Officer with one at gunpoint
- iv. Life threatening emergencies:
 1. For example: CPR, structure fires when there is knowledge that the building may be occupied, drowning and water rescue, etc.
 2. Additional Code 3 information covered in the Cover/11-99 SOP.

L. Astrea Call-out

- i. When Units set a perimeter or are doing a search and Astrea is called out, if they begin making PA announcements and if directed to do so by the Watch Commander or the Patrol Supervisor, a delegate will go into Nixle and send out a message of what Astrea is making announcements for.
- ii. The Nixle notification should include what Astrea is saying, a description of the person units are looking for, the location/area that is being searched, and what the person is wanted for, if applicable.

M. Radio Codes

- i. In keeping with the requirements of the Department of Homeland Security's National Incident Management System (NIMS), dispatchers will not use codes whenever operating in a multi-jurisdictional or multi-agency event.

N. Acknowledgement

- i. Radio dispatchers will acknowledge units by minimally repeating back the unit number and 10-4. The unit number should always be used to avoid confusion or miscommunication.

O. Attention to Task

- i. To maintain focus and concentration, police primary dispatchers will refrain from non-job related activities such as internet use, cell phone use or hobbies.

TOW REQUESTS

I. PURPOSE

To provide guidelines for responding to tow requests generated from field units.

II. PROCEDURE

- A. When requested by a field unit, a tow company will be selected in the following manner:
- i. The dispatcher will ask the requesting unit for a general description of the vehicle being towed (ex: white Toyota pickup), and if there are any special circumstances.
 1. If the officer merely advises they need a flatbed or other special equipment, the dispatcher will ask the officer for the condition of the vehicle and relay that information to the tow dispatcher, who will then determine what equipment to send.
 2. Private tow requests for AAA may require the officer to provide the AAA member's first and last name, member number, vehicle description and plate.
 - ii. From the command line, type "tow [unit number]" and *enter*.
 - iii. Select the Rotation Category on the upper left of the screen.
 1. P-Tow Truck is the default used for most tows.
 - iv. The company to be called is that listed under Rotation Provider Information. Selecting Assign Provider will assign the tow and the next tow up in the rotation will appear.
 - v. If the tow is not needed select the Cancel Request button.
 - vi. The dispatcher shall ensure the tow company is advised the location according to the officer's current location as reflected in the Unit Status screen, not the Assigned Incident screen.
 - vii. If the dispatcher forgets to call a tow company when requested, the officer shall be advised that it was dispatch error and given the time when the tow company was actually called.
 - viii. If a tow company is unable to respond, does not have the specific equipment needed, or has no truck available, the next company on the list will be contacted. The company who did not respond does not move back to the top of the list.
- B. Once selected, that tow company owns the incident and additional tow requests for that same incident shall be made through that company.
- i. If the company selected for the incident advises they do not have enough resources to accommodate additional requests, the next company in line will be called by following the process in Section II-A.
 1. The second company then retains all rights for additional tow requests for that incident.
 2. This is the only condition under which more than one tow company should be requested for a single incident.

- C. If a tow company is canceled after having been assigned to an incident, the dispatcher will:
 - i. Go to the Rotation Provider Request icon on the CAD toolbar.
 - ii. Select the Active Request tab at the top of the screen.
 - iii. Scroll through the active requests until you find the tow you need to cancel.
 - iv. Select that request, which will cause the field to be highlighted blue.
 - v. If the tow was canceled through no fault of the tow company, they should be placed back at the top of the rotation by doing the following:
 - 1. Select the Cancel Request button. This will pop up a Rotation Cancel Reason. Select the CANCELLED ON REQUEST reason. You can also put comments in the comment field such as “cancelled by officer “. These comments go in the text of the call.
 - vi. Click *OK then Exit*.
- D. All pertinent facts of a tow request, such as a tow company advising they are unavailable to respond or special circumstances of a tow, will be memo'd into the incident.
- E. Citizens who call asking for help with a jump start, lockout, private property impound, flat tire, etc., will be assisted by the call taker receiving the call.
 - i. Pertinent information, such as the caller's information and contact information, nature of issue and car description will be obtained and the call taker will relay that information to the next tow company on the rotation.

Online 490.5 PROGRAM

I. PURPOSE

To provide guidelines for dispatchers and responding officers for the shoplifting program at Target, Kohl's, and Frazier Farms (This includes both Oceanside Target businesses).

II. PROCEDURE

- 1. When the business calls, generate a call for service. Use the following guidelines to determine if a 490.5 or 490.5OL call type will be used.

- a. Loss Prevention will confirm if the subject is cooperative and in possession of a valid State or Federal identification. If subject does not have ID in possession but is providing name and DOB, run subject and have officer respond for identification purposes. Attach the DL or ID for the subject in the text of the call.
- b. Dispatch will run the subject and confirm the following:
 - i. Subject is not on probation, parole, and/or PRCS.
 - ii. Subject is not a 290 registrant
 - iii. Subject is not a juvenile.
 - iv. Subject does not have any BOOKABLE warrants.
 - v. If the subject is 4th waiver, they DO NOT qualify. This is still a form of summary probation.
- c. Loss Prevention will not be given any CJIS info, they will only be told that the subject either qualifies or does not qualify for this program.
- d. Dispatch will document in the text of the call “Subject DOES qualify for the online program” and will make the call type of 490.5OL and assign the newly made unit of 490OL to the incident.
- e. Dispatch WILL issue a case number at this time. The case number will be given to the LP officer and they will do their report in another system which will be forwarded to our records. Dispatch will then close the incident RTF.
- f. If the subject is uncooperative, 2 officers will be dispatched.

If the subject DOES NOT qualify based on the above criteria.

2. Advise Loss Prevention that an OPD officer will be responding.

- a. ****DO NOT ADVISE LP WHY THE SUBJECT DOES NOT QUALIFY****
- b. Ensure the call type is 490.5 and dispatch units accordingly.
- c. Dispatch will document in the text of the call “Subject DOES NOT qualify for the online program”

3. If the subject’s identity cannot be immediately confirmed by the identification or verbal name and DOB given:

- a. An OPD officer will respond for identification purposes. Dispatch will document in the text of the call “Respond for ID purposes”. Upon officers confirmation of identification dispatch will run the subject to ascertain if the subject qualifies for the program. If they qualify for the program, follow the steps listed under Section 1, paragraph d and e.

DISPATCH QUALIFICATION CHECKLIST

- Subject is cooperative
- Confirm the subject is in possession of and has been identified via valid State or Federal identification. If the subject does not have ID in possession but is providing name and DOB, run subject for qualification purposes and have officer respond for identification. Attach the DL or ID for the subject in the text of the call.
- Generate CFS using Call Type 490.5OL
- Conduct a records check confirming the following:
 - Subject is not on probation, parole, and/or PRCS
 - Subject is not a PC 290 registrant
 - Subject is not a juvenile
 - Subject does not have any BOOKABLE warrants
 - Subject is not 4th waiver

If the subject qualifies for the program:

- Advise LP that the subject qualifies
- Confirm the call type is 490.5OL
- Assign to unit “490OL”
- Generate and provide LP the case number
- Document in the text of the call “Subject DOES qualify for the online program”
- Dispatch will then close the incident RTF

If the subject DOES NOT qualify:

- Advise LP that an OPD officer will be responding
 - *****DO NOT ADVISE LP WHY SUBJECT DOES NOT QUALIFY.*****
- Change call type to 490.5 and dispatch accordingly.
- Document in the text of the call “Subject DOES not qualify for the online program”
- The responding officer will take the 1110 and request a case number for 490.5

If subject's identity cannot be immediately confirmed by the identification or verbal name and DOB given:

- An OPD officer will respond for identification purposes
- Dispatch will document in the call "Respond for ID purposes"
- Once the subject is positively identified and is clear, (subject must still be run), dispatch will be requested to provide LP a case number so they can complete their online report
- If the subject is not clear, the officer will take the 1110 and request a case number for 490.5

If subject is uncooperative, 2 officers will be dispatched

772 Tarasoff Notifications. The California Supreme Court ruled that psychotherapists had a duty to warn potential victims of serious threats of violence made by one of their patients, which is based on Tarasoff v. The Regents of the University of California. (Added 05/04)

772.01 Dispatcher Responsibility. When the Communications Center receives a request for a Tarasoff notification, the dispatcher shall:

- a. Insure the call is on a recorded telephone line, if not, have the called transferred to one.
- b. A CAD entry will be made on all Tarasoff notifications using the call type TARAS, including the notifications that are out of our jurisdiction. The CAD entry should include information regarding the threat, reporting party, intended victim(s) and the suspect, including the suspect's last known address if available. (This information "must include": the psychotherapists' first and last names, phone number and full address. Victim's and Suspect's first / middle / last names, DOB, driver's license number and Social Security Number If available)
- c. A Patrol Supervisor will be advised of all Tarasoff notifications. The Supervisor will evaluate the potential of danger and determine if a response is necessary. (However in any case a Tarasoff report and DOJ form must be completed. Refer to P&P Section III 772.02) (Added 05/04)(Updated 03/08)

772.02 Procedure. The following are the mandates and guidelines for initial response and follow-up to Tarasoff Warning. Members will:

- a. Accept any Tarasoff report, as defined by Section W&I 8100(b)(1) and Civil Code 43.92(a),
- b. The reporting officer **MUST** complete a written report and the DOJ Firearms Prohibition Form.
- c. The report will be completed, approved, processed and submitted to DOJ without delay. (Added 03/08)